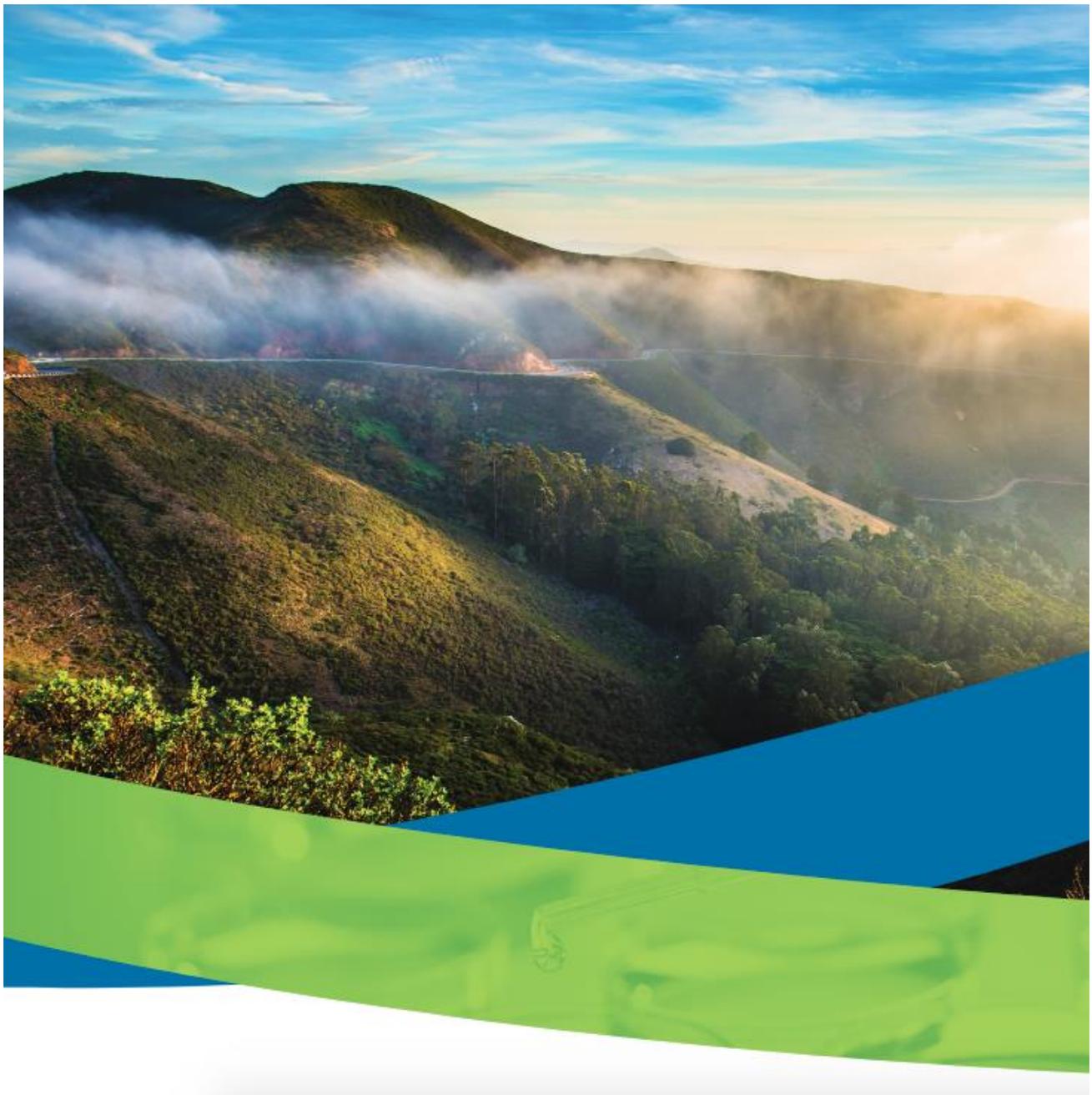




Annual Report and Plan for Community Benefit 2020



Annual Report and Plan for Community Benefit
MarinHealth Medical Center
Fiscal Year 2020 (January 1, 2020 – December 31, 2020)

Submitted to:
Office of Statewide Health Planning & Development
Healthcare Information Division
Accounting and Reporting Systems Section
Sacramento, California

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About MarinHealth Medical Center

MarinHealth Medical Center

Formally known as Marin General Hospital, and owned by the Marin Healthcare District, MarinHealth Medical Center has been meeting our community's healthcare needs since 1952 as an award-winning, full-service, nonprofit hospital.

MarinHealth's original hospital was built in 1952 to serve 50,000 people. The local population has since soared to 250,000 and medical science has advanced dramatically. To meet the needs of Marin County, MarinHealth has undertaken an extensive hospital expansion. The new hospital campus includes a five-story, 260,000 square-foot hospital replacement building with 114 new patient rooms, 3 new operating rooms, 15 private labor, delivery, recovery and postpartum (LDRP) suites, in-room labor tubs, a 7-bed state-of-the-art neonatal intensive care unit (NICU), and an Emergency and Trauma with 3 times the space, private rooms, and separate entrances and treatment areas for psychiatric and high-security patients.

Awards

MarinHealth Medical Center was the recipient of a number of awards and accolades in 2020:

- One of Healthgrades America's 100 Best Hospitals for Cardiac Care
- Awarded Healthgrades Five-Star Distinctions in:
 - Treatment of pneumonia for 4 years in a row
 - Treatment of sepsis for 9 years in a row
 - Treatment of heart failure for 3 years in a row
 - Coronary intervention procedures
 - Treatment of heart attack
 - Hip fracture treatment
 - Spinal fusion surgery
 - Treatment of diabetic emergencies
- Get with the Guidelines Stroke Gold Plus Quality Achievement Award from the American Heart/Stroke Association
- Three-Year Accreditation with Commendation & Outstanding Achievement Award from the Commission on Cancer
- Baby Friendly Designation from the United Nations International Children's Fund
- Primary Stroke Center Certification and the Gold Seal of Approval from the Joint Commission
- Emergency Nurses Association's Lantern Award for incorporating evidence-based practice and innovation into emergency care
- American College of Surgeons verified MarinHealth as a Level III Trauma Center
- Blue Shield of California's Blue Distinction Center for Maternity Care
- National Accreditation Program for Breast Centers
- Voted Best Local Hospital for 2020 by The Pacific Sun
- Marin Independent Journal's Reader's Choice Awards for Best Hospital 2020
- California Department of Public Health Antimicrobial Stewardship Honor Roll

Mission and Vision

Mission

To provide exceptional healthcare services in a compassionate and healing environment.

Our Vision

To exceed each community member's highest expectations for quality healthcare.

Governance

MarinHealth Medical Center is a nonprofit community hospital, owned by the Marin Healthcare District, a publicly elected body. The Marin Healthcare District owns the hospital facility buildings and land and leases the facilities to the Marin General Hospital Corporation, which owns the license and the business and employs hospital staff. The hospital is governed by a volunteer board of directors, comprised of local business and civic leaders, as well as members of the medical staff. They are responsible for setting policy on patient care operations, finances and community benefit.

At MarinHealth Medical Center, the focus remains firmly on improving the health of the people of Marin County. As a nonprofit organization, there are no shareholders who benefit from financial surpluses. Instead, MarinHealth Medical Center reinvests surpluses into the community with new program implementation, advanced technology, community services, and building projects.

Board of Directors

- David Klein, MD, MBA Chief Executive Officer
- Andrea Schultz, Chairperson
- Robert Peirce, Vice-Chairperson
- Joseph C. Euphrat, Treasurer/Interim Secretary
- Joe Abrams
- Joshua Adler, MD
- Douglas Cohen, MD
- Ann Kao, MD
- Michael K. Kwok, MD
- Mark R. Laret
- Denise Lucy, EdD
- Gene Marie O'Connell, RN, MS
- Mara Perez, PhD
- Walter B. Rose

Community Benefit Oversight

The Chief Executive Officer is the champion for the community benefit program, and the Vice President, Marketing & Communications, provides strategic planning and implementation support. MarinHealth Medical Center convenes a Community Benefit Advisory Committee, which meets regularly to review and discuss community benefit grant requests, ensure compliance with state and federal community benefit regulations and offer strategic guidance. The committee is made up of

members from MarinHealth Medical Center Administration, the MarinHealth Medical Center Board of Directors, and the Marin Healthcare District Board of Directors.

- Larry Bedard, MD, Marin Healthcare District Board of Directors
- Jamie Maites, Vice President, Marketing & Communications, MarinHealth
- Tori Murray, Director, Integrative Health & Wellness, MarinHealth Medical Center
- Mara Perez, PhD, MarinHealth Medical Center Board of Directors
- Jennifer Rienks, PhD, Marin Healthcare District Board of Directors

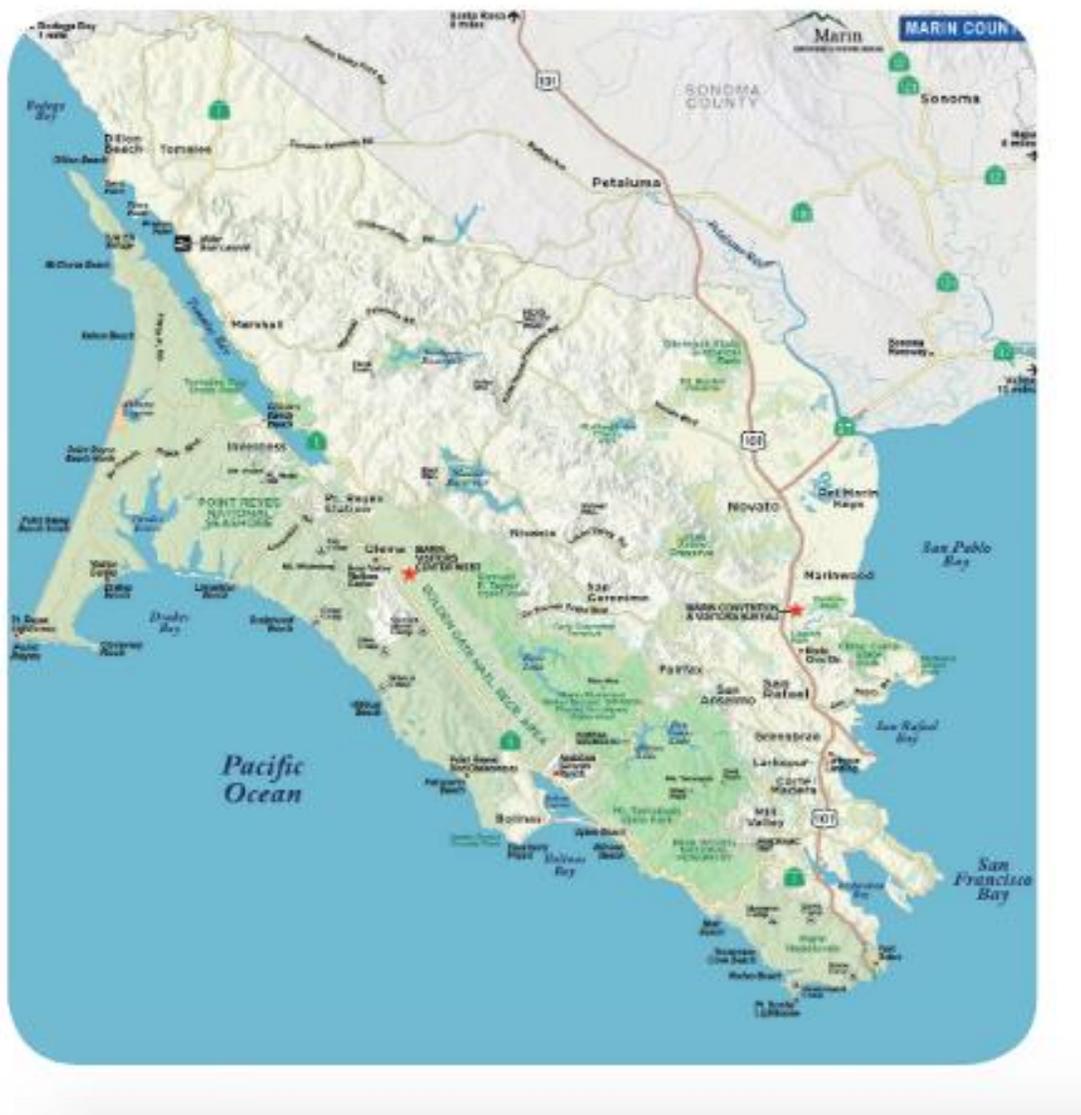
Caring for our Community

As Marin's Healing Place, MarinHealth Medical Center is dedicated to caring for all people in Marin County throughout the lifespan, including the underserved and uninsured. Our commitment to the community goes beyond the expert medical care we provide during acute illness: we want to help the people we serve to be healthy and live well.

Service Area

MarinHealth Medical Center is located at 250 Bon Air Road, Greenbrae, CA 94904. The service area comprises all of Marin County and includes the cities of: Belvedere, Corte Madera, Fairfax, Larkspur, Mill Valley, Novato, Ross, San Anselmo, San Rafael, Sausalito, Tiburon, and the coastal towns of Stinson Beach, Bolinas, Point Reyes, Inverness, Marshall, and Tomales. The service area was determined from the communities that reflect a majority of patient admissions.

Map of the MarinHealth Medical Center Service Area



Community Snapshot

Marin County has consistently been ranked by the County Health Rankings as one of the healthiest counties in California. For 9 out of the past 10 years, Marin has earned the top spot on this list. There is much to celebrate regarding the positive health outcomes in our county, yet clear inequities still exist, illustrating that not all Marin County residents are able to achieve positive health outcomes.

The population of Marin County is 260,814. With a median age of 46.1 and a high percentage of older adults, Marin County is one of the “oldest” counties in the Bay Area. Persons over the age of 60 comprise 28% of the County’s total population. By 2030, persons over age 60 will account for one-third of the population. Comparatively, statewide, persons over age 60 account for 18% of the population.

The majority of the population (71.9%) is White. At 15.6%, Hispanic/Latinos are the second largest race/ethnic group in the service area. 5.6% of the population is Asian and 2.3% of the population is Black/African American. The remaining 4.6% of the population is multiple races, other races, Native Alaskans, Native Hawaiians and Native Americans.

In the county, 22% of the population is youth, ages 0 to 19. Due to the high cost of living in Marin County, families and young children face significant challenges. Almost one-fourth (23%) of Marin County children are considered low-income, living at or below 200% of the Federal Poverty level (\$50,000 for a family of 4). Families must make difficult decisions about paying for housing, paying for food, and paying for quality childcare and education for their children. Among area residents, 8.1% are at or below the 100% Federal Poverty Level (FPL) and 9.9% of children live in poverty. Adults with no high school diploma comprise 6.9% of the population and 6.4% of the population is uninsured.

Community Health Needs Assessment

MarinHealth Medical Center completed a Community Health Needs Assessment (CHNA) in 2019 as required by state and federal law. MarinHealth Medical Center worked in partnership with the Healthy Marin Partnership (HMP) and Marin County Health and Human Services to complete the 2019 CHNA. All three acute care hospitals in Marin County participate in HMP. The CHNA is a primary tool used by MarinHealth Medical Center to determine its community benefit plan, which outlines how it will give back to the community in the form of healthcare and other community services to address unmet community health needs. The assessment incorporated components of primary data collection and secondary data analysis that focus on the health and social needs of the service area.

The CHNA examined up-to-date data sources for the service area to present community demographics, social determinants of health, healthcare access, birth characteristics, leading causes of death, acute and chronic disease, health behaviors, mental health, substance use and misuse, and preventive practices. When applicable, these data sets were presented in the context of Marin County, California and compared to Healthy People 2020 objectives.

Community input was provided by a broad range of community members through key informant interviews, group interviews, and focus groups. Individuals with the knowledge, information, and expertise relevant to the health needs of the community were consulted. These individuals included representatives from health departments, school districts, local non-profits, and other regional public and private organizations as well as community leaders, clients of local service providers, and other individuals representing medically underserved, low-income, and sub-populations that face unique barriers to health (e.g., race/ethnic minority populations, individuals experiencing homelessness). Interviews were conducted with thirty-one (31) key informants and three (3) focus groups, conducted in English and Spanish, engaged an additional twenty-two (22) community members.

Priority Health Needs

In late 2018, the CHNA collaborative organized an in-person prioritization meeting with regional CHNA partners and stakeholders (including service providers, residents and others) to prioritize the health needs. The meeting began with a brief presentation of each health need profile, highlighting major themes and disparities, followed by small-group discussions of the health needs, including the consideration of the:

- **Severity:** Severity of need demonstrated in data and interviews.
- **Clear Disparities or Inequities:** Health need disproportionately impacts specific subpopulations based on geography, age, gender, race/ethnicity, or sexual orientation.
- **Impact:** The ability to create positive change around this issue, including potential for prevention, addressing existing health problems, mobilizing community resources, and the ability to affect several health issues simultaneously.

After small-group discussions, participants voted either individually or as a voting bloc if there were multiple stakeholders from the same organization. Participants ranked the health needs three (3) times, once for each prioritization criteria (i.e., severity, disparities, impact), on a scale from 1-10 (1=

lowest priority; 10=highest priority). Rankings required that no two health needs were scored the same within each criterion.

Economic security, education, mental health/substance use, access to care, and housing and homelessness were ranked as the top five priority needs in the service area. The calculations of the community input resulted in the following priority ordering of the significant health needs:

1. Economic Security
2. Education
3. Mental Health/Substance Use
4. Access to Care
5. Housing and Homelessness
6. Healthy Eating and Active Living
7. Maternal and Infant Health
8. Violence/Injury Prevention
9. Oral Health
10. Social Connection

The complete CHNA report and the prioritized health needs can be accessed at

<https://www.mymarinhealth.org/documents/content-assets/about-us/2019-Community-Health-Needs-Assessment.pdf>

MarinHealth's COVID-19 Response

MarinHealth took a multi-faceted, proactive approach to COVID-19.

Mobile Care Teams

MarinHealth provided a mobile care team on a van equipped with testing capability and personal protective equipment early in the pandemic. The team proactively visited nursing homes for education, testing patients, testing staff, and providing them with proper use of Personal Protective Equipment (PPE). With Marin Healthcare District funding, a second mobile care unit was dispatched to vulnerable communities, such as the Canal District, where residents are more likely to live in multi-generational housing and work in higher risk occupations, putting them at higher risk for contracting the virus as it is difficult to socially distance.

Virtual Classes and Support Groups

MarinHealth offered numerous virtual classes, support groups, and posted helpful articles to promote community wellbeing during the pandemic. Classes included weekly Guided Meditation classes, designed for those looking to improve their overall sense of well-being during the pandemic and Pathways, a support group for postpartum moms led by a licensed therapist, both offered virtually. New moms learned about identity shifts, changes in relationships, self-care tools, and cultivating healthy, realistic expectations as a new mom. A variety of blog article topics that were written included: *Covid-Free Holiday Planning*, *Flu Season and Covid-19*, *Managing Your Health During A Pandemic*, and *Keeping the Special in Special Occasions*.

Personal Protective Equipment (PPE) and Testing

MarinHealth partnered with a local 3D printer who manufactured face shields for healthcare providers. In addition, our medical center was one of the first in the nation to acquire Cepheid testing kits, with technology that provides results in about an hour.

Virtual Care and Family Visiting

MarinHealth partnered with Banyan technology to enable us to remotely visualize patients in their inpatient medical center rooms. Rooms were equipped with cameras so practitioners could see and talk to the patients, without having to enter the rooms. Patients and families also used the technology to virtually connect with their loved ones.

Addressing Priority Health Needs

In FY2020, MarinHealth Medical Center engaged in activities and programs that addressed the priority health needs identified in the 2020-2022 Implementation Strategy/Community Benefit Plan. MarinHealth Medical Center chose to address access to care, healthy eating and active living, housing and homelessness, mental health/substance use, and violence/injury prevention through a commitment of community benefit programs and resources.

Access to Care

Access to care includes insurance coverage, physician access, and availability and affordability of emergency and specialty health services. Access to quality healthcare is important to overall health, disease prevention, and reducing unnecessary disability and premature death. It is also an important key driver in achieving health equity.

Response to Need

- Provided financial assistance for uninsured/underinsured and low-income residents. Following our Financial Assistance Policy, the hospital provided discounted and free healthcare to qualified individuals.
- MarinHealth Medical Center's compassionate discharge prescriptions and transportation programs reached 1,278 individuals.
- As part of our commitment to access to care in the community, MarinHealth Medical Center supported primary care and specialty care services for the uninsured at MarinHealth Medical Network Clinics.
- MarinHealth Medical Center supported Operation Access in their work that brings together medical professionals and hospitals to provide donated outpatient surgical and specialty care for the uninsured and underserved. MarinHealth Medical Center waived hospital charges and provided grant funds for Operation Access clients, allowing 183 uninsured individuals to receive 254 needed surgical and/or diagnostic services, helping to restore their quality of life.
- Free education, counseling and support was provided to 2,160 breastfeeding mothers.
- The MarinHealth Medical Network's Supportive Care Center provides outpatient care coordination and transitions of care, addressing barriers to care for our most vulnerable patients and their caregivers.
- Supported 13,054 enrollment counselor appointments to link patients to community resources including legal services, rental assistance and social security benefits in partnership with Marin Community Clinics.

Healthy Eating and Active Living

Rates of obesity and diabetes are lower in Marin County compared to California. However, there is a high prevalence of youth in the service area who are overweight or obese, especially among Black (18%), Hispanic (20%) and Native American/Alaska Native populations (24%).

Response to Need

- The free *Health Connection* eNewsletter and quarterly educational podcasts were available to the public and provided education on healthy eating and active living.

- A MarinHealth registered dietitian facilitated a Caregiver Class to educate 30 community caregivers working with those with diabetes and other chronic diseases.
- Registered dietitians provided free advice to the public on nutrition needs.
- MarinHealth's Braden Diabetes Center provided free diabetes support groups, lunch n' learns, education booths and screenings. In FY2020, 218 community members participated either in-person, or virtually due to COVID-19 shelter in place orders.
- MarinHealth's Integrative Wellness Center provided education, support groups, nutrition classes, and Qi Gong events free to the public. In FY2020, more than 1,280 community members were served either in-person, or virtually due to COVID-19 shelter in place orders.
- 3,500 households in Novato and San Rafael received nutritious food boxes in partnership with Marin Community Clinics.
- 7,673 home meals were delivered to seniors in partnership with West Marin Senior Services.

Housing and Homelessness

Marin County's high cost of housing exacerbates issues related to healthcare access and affordability, which in turn has a negative impact on health outcomes in the area. More than half of renters pay 30% or more of their income on rent. Homelessness exposes individuals to increased health risks, especially as 63% of Marin's homeless population is unsheltered, and it is difficult to link persons who are experiencing homelessness to supportive housing and healthcare services.

Response to Need

- 996 homeless individuals received quality healthcare services, inclusive of medical, mental health, and alcohol/drug treatment services in partnership with Ritter Center, a FQHC Homeless site.
- 71 homeless individuals were provided a stable environment to recuperate and receive wraparound support services to promote economic independence, housing stability and establish a medical home in partnership with Homeward Bound. This resulted in preventing 671 avoidable hospital days.
- 304 low-income individuals received free acute medical care and medications in partnership with RotaCare Bay Area Clinic, the only free clinic in Marin County serving the adult population.

Mental Health and Substance Use

Marin County residents demonstrate high needs in addressing mental health issues, indicated by rates of suicide, medication for mental health issues, and substance abuse treatment. 15% of Marin County adults take daily prescriptions for mental health issues, which is higher than the California rate of 11%. In Marin County, mental health issues frequently coexist with substance use.

Response to Need

- 220 adults and transitional-age-youth with serious mental illness were provided substance use recovery support and empowerment services in partnership with Community Action Marin.
- In partnership with the Spahr Center, Huckleberry Teen Youth Program, Buckelew Programs, Community Institute for Psychotherapy, Community Action Marin, North Marin Community Services, Jewish Family and Children's Services, and the San Geronimo Valley Community Center, more than 180 youth, adults, seniors, transitional-age-youth and LGBTQ+ individuals were

provided bilingual, culturally sensitive mental health counseling sessions.

- 66 individuals received multiple peer-to-peer behavioral health interventions with promotores from North Marin Community Services.
- 12 adults and transitional-age-youth with serious mental illness were enrolled in training courses and received certificates in customer services and/or food service in partnership with Community Development Corporation of Marin’s Transitional Employment Program.
- 51 seniors received cognitive behavioral therapy, Healthy Ideas Behavioral Activation and linkages to other services, as needed, in partnership with Jewish Family and Children’s Services.
- 32 LGBTQ+ individuals were provided individual therapy in partnership with the Spahr Center.

Violence and Injury Prevention

Violence and injury prevention covers a broad category of health-related indicators, including physical abuse and accidental poisoning. These health-related events can be concentrated among certain populations. For example, due to heavy manual labor, many work-related injuries affect day laborers. Another example would be older adults at higher risk of physical accidents such as falls, which is the leading cause of fatal injuries in this population.

Response to Need

- 257 West Marin seniors received case management services, home delivered meals and frequent contact via phone, Facetime and Zoom to reduce isolation and fear during the COVID-19 pandemic in partnership with West Marin Senior Services.
- 1,607 youth participated in health education, substance use prevention, and sexual violence prevention workshops in partnership with Huckleberry Youth Programs.
- Approximately 176 rides were provided in a pilot program to prevent missed medical appointments in partnership with Whistlestop.

Community Grants Program

Knowing it could not address these priority needs without community partners, MarinHealth engaged the resources of community groups through a community grants program. In FY2020, MarinHealth Medical Center funded seventeen (17) local community partners and Federally Qualified Health Centers (FQHCs) to address healthcare needs in Marin County. A brief summary of their accomplishments is listed in the below table.

Organizations	Health Needs Addressed	Programs
Bucklew	Mental Health	<i>Bilingual, culturally sensitive counseling services for individuals and families, including the undocumented.</i> <ul style="list-style-type: none"> • 120 unduplicated individuals accessed counseling. • The majority of clients participated in at least 10 individual 1:1 counseling sessions.
Community Action Marin	Mental Health Substance Use	<i>Access to substance use services for adults and transitional-age-youth with serious mental illness.</i> <ul style="list-style-type: none"> • 220 unduplicated individuals were provided substances use, recovery support and empowerment services, including 100 individuals who were

Organizations	Health Needs Addressed	Programs
Community Development Corporation of Marin	Mental Health Substance Use Housing/Homelessness	<p>provided 1:1 support.</p> <p><i>Substance use recovery oriented mental health program for adults and transitional-age-youth with serious mental illness.</i></p> <ul style="list-style-type: none"> • 12 individuals enrolled in training courses and received certificates in customer services and/or food service. • 36 individuals received clerical or culinary training in a one-day skills training program.
Community Institute for Psychotherapy	Mental Health	<p><i>Affordable, timely and comprehensive mental healthcare for individuals and families who are ineligible for county services.</i></p> <ul style="list-style-type: none"> • 547 clients were evaluated and began weekly 1:1 therapy. • 150 client received referrals for collateral services, including medical care, treatment for substance use, and eating disorders.
Homeward Bound	Access to Care Homelessness	<p><i>Provides a stable environment for homeless individuals to recuperate as well as provide linkages to promote economic independence, housing stability and establish a medical home.</i></p> <ul style="list-style-type: none"> • Supported 71 individuals, resulting in 671 avoidable hospital days.
Huckleberry Youth Programs	Mental Health Substance Use Violence and Injury Prevention	<p><i>Teen Health Program provides youth and families with preventions education, screenings, and counseling for MH and SA.</i></p> <ul style="list-style-type: none"> • 1,607 youth participated in health education, substance use prevention, and sexualized violence prevention workshops. • 262 youth received assessments at the Teen Clinic.
Jewish Family and Children's Services	Mental Health	<p><i>Provides early identification and screening for depression, anxiety, and trauma with evidence-based interventions.</i></p> <ul style="list-style-type: none"> • 51 seniors received Cognitive Behavioral Therapy, Healthy Ideas behavioral activation and linkages to other services, as needed. • 330 unduplicated individuals received outreach and psychoeducation.
Marin Center for Independent Living	Access to Care	<p><i>Provides benefits planning, advocacy and access to care.</i></p> <ul style="list-style-type: none"> • 156 unduplicated individuals received support. • 15 breast cancer patients received benefits counseling. • 156 individuals received referrals to other community resources for food, rent and other financial assistance.
Marin Community Clinics	Access to Care Healthy Eating/Active Living	<p><i>Advocates for patients, ensuring access to public benefit programs, as well as connecting individuals to support services to address social determinates of health.</i></p> <ul style="list-style-type: none"> • MCC provided 13,054 enrollment counselor appointments to link patients to community resources including legal services, rental assistance programs and SSA services.

Organizations	Health Needs Addressed	Programs
		<ul style="list-style-type: none"> • 5,270 health insurance applications were submitted on behalf of patients; 4,636 were enrolled in programs. • MCC created a drive-through services for prepared food boxes in Novato and San Rafael. 3,500 households were assisted.
North Marin Community Services	Mental Health	<p><i>Latino Behavioral Health Connection provides behavioral health outreach, engagement, treatment, and prevention services.</i></p> <ul style="list-style-type: none"> • 1,160 individuals were provided with culturally appropriate outreach, prevention and access to treatment for behavioral health issues. • 94 Latinx individuals were provided peer-to-peer emotional support services. • Bilingual/bicultural mental health clinicians provided behavioral health services to 67 unduplicated individuals.
Operation Access	Access to Care	<p><i>Coordinates free specialty medical services for uninsured patients, restoring health, quality of life, and ability to work.</i></p> <ul style="list-style-type: none"> • In 2020, Operation Access coordinated care for 183 unduplicated Marin County residents, resulting in 254 donated surgical procedures and diagnostic services.
Ritter Center	Access to Care Housing and Homelessness	<p><i>FQHC homeless site that provides a range of culturally sensitive, easily accessible, high quality medical care and social services.</i></p> <ul style="list-style-type: none"> • 996 unduplicated patients received medical, mental health, and alcohol/drug treatment services in 2020.
RotaCare Bay Area	Access to Care	<p><i>Free health clinic for adults, providing acute medical care and initial doses of necessary medications.</i></p> <ul style="list-style-type: none"> • RotaCare Clinic of San Rafael provided services to 304 unduplicated patients. • The clinic continued to maintain specialty clinics. The clinics included: nutritional support, stress management, dermatology, diabetes, podiatry, vaccine and asthma and respiratory issues.
San Geronimo Valley Community Center	Mental Health Social Supports	<p><i>Community wellness center provides comprehensive formal, informal, and connection-based support services to prevent and address SA, MH, isolation, sexual health and trauma.</i></p> <ul style="list-style-type: none"> • 400 unduplicated youth and seniors were impacted by this program. • Seniors participated in a Lunch and Listen series virtually with live music during the lunch hour, as well as book reads, speakers, art shows, and craft events. • The tutoring program and food pantry became a place for wellness checks with students.
Spahr Center	Mental Health	<p><i>Provides individualized bilingual therapy for LGBTQ+ youth.</i></p> <ul style="list-style-type: none"> • 32 LGBTQ+ individuals were provided individual therapy.

Organizations	Health Needs Addressed	Programs
West Marin Senior Services	Access to Care Social Supports	<p><i>Provides comprehensive wraparound support services to seniors, a federally designated underserved population, in West Marin.</i></p> <ul style="list-style-type: none"> • 257 unduplicated seniors received core services, which include care management, home delivered meals, congregate meals, and visiting. • 7,673 home meals were delivered.
Whistle Stop	Access to Care Social Supports	<p><i>Provides transportation services to prevent missed medical appointments.</i></p> <ul style="list-style-type: none"> • Approximately 176 rides were provided in 2020. • Of the rides provided, 100% of those medical appointments would have been missed without these services.

Community Benefit Services Summary FY2020

Accomplishments in FY2020 (January 1, 2020 – December 31, 2020)

Community benefit services promote health and healing and focus on addressing the identified unmet health needs of the community. For a program or service to be considered a community benefit it must: improve access to healthcare; or enhance the health of the community; or advance medical or healthcare knowledge; or reduce the burden of government or other nonprofit community efforts. Due to COVID-19, some of our annually supported programs and events were postponed. Other programs were transferred from in person events to virtual meetings to allow for social distancing.

Community Health Improvement Services

Definition: activities carried out to improve community health, available to the public, which address a community need.

Community Health Education

- MarinHealth's Braden Diabetes Center provided free diabetes support groups, lunch n' learns, education booths and screenings. In FY2020, 218 community members participated either in-person, or virtually due to COVID-19 shelter in place orders.
- A MarinHealth registered dietitian facilitated the Caregiver Class to educate 30 community caregivers working with those with diabetes and other chronic diseases.
- MarinHealth's Integrative Wellness Center provided education, support groups, yoga, expressive arts, healthy weight classes and Qi Dong events free to the public. In FY2020, more than 1,280 community members were served either in-person, or virtually due to COVID-19 shelter in place orders.
- The *Health Connection* eNewsletter and quarterly educational podcasts were available to the public and provided education on various, timely health topics.
- Facilitated by an RN/Lactation Consultant, the Mom's Group supported new mothers with free support groups and education on newborn care, breastfeeding and parenting. In FY2020, 330 moms participated. MarinHealth Medical Center also provided New Father classes for 9 new fathers to learn how to care for their newborns.

Healthcare Support Services

- The transportation program covered the cost of transportation for 77 underserved clients.
- The Breastfeeding Telephone Support Line provided free education, counseling and breastfeeding support to more than 2,160 women in need.
- Registered Dietitians provided free advice to the public on nutrition needs.
- MarinHealth Medical Center's Shuttle Program for Seniors provided free transportation services for 77 seniors in the Behavioral Health program.
- MarinHealth Medical Center offered assistance to enroll persons in public health insurance programs.
- MarinHealth Medical Center offered information and referrals to community services.

Health Professions Education

Definition: education programs for physicians, nurses, nursing students, and other health professionals.

Continuing Medical Education (CME)

Free educational programs offered to physicians and other practitioners in the Marin service area who serve our local patient community. Grand Rounds presented cases and offered analysis and discussions of treatment options.

Nursing Education

MarinHealth has partnerships with universities and colleges to provide staff-precepted clinical education for RN students. This year, 181 student nurses were precepted by MarinHealth nursing staff.

Other Health Professions Education

Other health professionals are educated and perform their clinical hours and/or internship rotations at MarinHealth. In FY2020, students were directly supervised by MarinHealth staff in Nutrition, Occupational Therapy, Paramedic Emergency Department, Pharmacy, Radiology, and Respiratory Therapy.

Cash and In-Kind Donations

Definition: funds and in-kind services donated to community groups and nonprofit organizations.

The Medical Center provides in-kind donations of meeting space to a number of nonprofit organizations and community groups. Contributions were made to nonprofit organizations that supported community benefit efforts.

Grants and Sponsorships

MarinHealth Medical Center funded community benefit grants and sponsorships for established community organizations to address prioritized significant health needs in the community. In FY2020, our grant making program served over 20,000 of Marin's most vulnerable residents. Grants were provided to the following community organizations:

- Buckelew
- Community Action Marin
- Community Development Corporation of Marin
- Community Institute for Psychotherapy
- Homeward Bound
- Huckleberry Youth Programs
- Jewish Family and Children's Services
- Marin Center for Independent Living
- Marin Community Clinics
- North Marin Community Services
- Operation Access
- Ritter Center
- RotaCare Bay Area

- San Geronimo Valley Community Center
- Spahr Center
- West Marin Senior Services
- Whistlestop

Highlighted accomplishments

- ✓ 183 uninsured individuals received 254 needed surgical and/or diagnostic services, restoring their quality of life.
- ✓ Supported 13,054 enrollment counselor appointments to link patients to community resources including legal services, rental assistance and social security benefits.
- ✓ 3,500 households in Novato and San Rafael received nutritious food boxes.
- ✓ 996 homeless individuals received healthcare services.
- ✓ 304 low-income individuals received free acute medical care and medications.
- ✓ 257 West Marin seniors received case management services, home delivered meals and frequent contact via phone, Facetime and Zoom to reduce isolation and fear.
- ✓ 220 individuals were provided substance use recovery support and empowerment services.
- ✓ Over 180 youth, adults, seniors, transitional-age-youth and LGBTQ+ individuals were provided bilingual, culturally sensitive mental health counseling sessions.
- ✓ 66 individuals received multiple peer-to-peer behavioral health interventions with a promotora.
- ✓ 71 homeless individuals received medical respite, which resulted in preventing 671 avoidable hospital days and \$2,013,000 savings to the community.

MarinHealth Medical Center supported a number of community organization through cash donations. Sponsorships (partial listing) were provided to:

- ExtraFood.org
- Hospice by the Bay (By the Bay Health)
- Schurig Center for Brain Injury Recovery

In-Kind Donations

- The Compassionate Discharge Prescriptions program provided discharge medications for 1,278 patients who were unable to afford the cost of their prescription medications.
- Leftover food from retail and patient services was packaged and donated to ExtraFood.org.
- Meeting room space was provided free of charge to local nonprofit organizations.

Community Benefit Operations

Definition: direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating and operations.

In FY2020, funding supported:

- Lyon Software CBISA subscription
- Administrative support
- Community benefit consultants

Financial Summary of Community Benefit

MarinHealth's financial summary of community benefit for FY2020 (January 1, 2020 to December 31, 2020) is summarized in the table below. The Hospital's community benefit costs comply with Internal Revenue Service instructions for Form 990 Schedule H. Costs are based on the hospital's overall cost to charge ratio.

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance ¹	\$1,429,478
Unpaid Costs of Medi-Cal ²	\$30,226,141
Education and Research ³	\$1,642,303
Other for the Broader Community ⁴	\$29,355,328
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$62,653,250
Unpaid Costs of Medicare ²	\$71,653,535
Total Quantifiable Community Benefit	\$134,306,785

¹ Financial Assistance includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation. Financial Assistance or Charity Care does not include costs for patients who had commercial insurance, but could not afford their out of pocket costs.

² Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed.

³ Costs related to the health professions education programs and medical research that the hospital sponsors.

⁴ Includes non-billed programs such as community health education, screenings, support groups, clinics, support services and community benefit operations.

Community Benefit Plan FY2020-FY2022

As a result of the 2019 Community Health Needs Assessment (CHNA), MarinHealth Medical Center selected significant health needs it will address through its Implementation Strategy or Community Benefit Plan. The plan outlines the health needs the hospital will and will not address and the strategies it will use to address the selected health needs.

Significant Needs the Hospital Intends to Address

MarinHealth Medical Center intends to take actions to address the following health needs identified in the FY2019 CHNA:

- Access to Care
- Healthy Eating and Active Living
- Housing and Homelessness
- Mental Health and Substance Use
- Violence and Injury Prevention

Health Need: Access to Care

Strategy

Increase access to healthcare for the medically underserved and improve community health.

Actions

1. Provide free and discounted care for healthcare services, consistent with the hospital's financial assistance policy.
2. Provide medications for uninsured patients.
3. Support primary transportation support to increase access to healthcare services.
4. Provide grant funding and in-kind support to community organizations to support access to healthcare.

Health Need: Healthy Eating and Active Living

Strategy

Increase healthy eating and active living in the community.

Actions

1. Offer community health education, health screenings, and immunizations.
2. Provide fitness, wellness, and healthy lifestyle programs.
3. Offer community access to Registered Dietitian Nutritionists for healthy eating consultations.
4. Provide support groups to assist those with chronic diseases and their families.
5. Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
6. Provide grant funding and in-kind support to community organizations to support healthy eating and active living.
7. Engage in advocacy to promote policies that address healthy eating and physical activity in the community.

8. Actively participate in the county's Healthy Eating Active Living (HEAL) Built Environment Task Force.

Health Need: Housing and Homelessness

Strategy

Increase housing opportunities and wraparound homeless services.

Actions

1. Connect homeless patients in the ED/hospital to recuperative care and other appropriate service providers along the continuum of care.
2. Participate in community-wide efforts to collaboratively address housing and homelessness.
3. Provide grant funding and in-kind support to community organizations that focus on housing and homelessness.
4. Engage in advocacy to promote policies that address housing and homelessness.
5. Support Housing First programs.

Health Need: Mental Health and Substance Use

Strategy

Increase access to bilingual, culturally appropriate mental health services and provide substance use support services.

Actions

1. Offer community health education, community lectures, presentations, and workshops.
2. Support multisector collaborative efforts that support access to mental health and substance use services.
3. Provide a free transportation shuttle for seniors to access behavioral health services.
4. Increase community awareness of prevention efforts and availability of resources to address mental health and substance use concerns.
5. Provide grant funding and in-kind support to community organizations to support mental health and substance use awareness and access to care.

Health Need: Violence and Injury Prevention

Strategy

Increase access to and awareness of community resources that address violence and injury prevention.

Actions

1. Offer community health education, community lectures, presentations, and workshops to reduce unintended injuries.
2. Support multi-sectoral collaborative efforts that focus on violence and injury prevention.
3. Increase community awareness of prevention efforts and availability of resources.
4. Provide grant funding and in-kind support to community organizations to support violence prevention and injury prevention.

Needs the Hospital Will Not Address

Taking existing hospital and community resources into consideration, MarinHealth Medical Center will not directly address the remaining health needs identified in the CHNA including: economic security, education, maternal and infant health, oral health and social connection. MarinHealth Medical Center chose to concentrate on those health needs that can most effectively be addressed, given the organization's capabilities. MarinHealth Medical Center has insufficient resources to address all the identified needs and, in some cases, the needs are currently addressed by others in the community. MarinHealth Medical Center will continue to look for opportunities to address community needs and provide assistance where we can make a meaningful contribution.

Evaluation of Impact

MarinHealth Medical Center will monitor and evaluate the programs and activities outlined above. The reporting process includes collection and documentation of tracking measures, such as the number of people reached/served and collaborative efforts to address health needs.

Contact Information

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