



## Annual Report and Plan for Community Benefit 2021



MarinHealth Medical Center

January 1, 2021 – December 31, 2021

Submitted to:

Department of Health Care Assessment and Information (HCAI)

Accounting and Reporting Systems Section

Sacramento, California

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## About MarinHealth Medical Center

### MarinHealth Medical Center

Since 1952, MarinHealth Medical Center, an award-winning, full-service, nonprofit hospital, has been meeting the community's health care needs. MarinHealth's original hospital served 50,000 residents. The local population has since soared and medical science has advanced dramatically. To meet the needs of Marin County, MarinHealth completed an extensive hospital expansion in 2020. 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, 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 2021:

- Healthgrades America's 100 Best Hospitals for Cardiac Care
- Awarded Healthgrades Five-Star Distinctions in:
  - Treatment of Sepsis for 10 years in a row
  - Treatment of Heart Failure for 4 years in a row
  - Treatment of Heart Attack for 2 years in a row
  - Treatment of Diabetic Emergencies for 2 years in a row
  - Treatment of Chronic Obstructive Pulmonary Disease
  - Treatment of Gastrointestinal Bleed
- Get with the Guidelines Stroke Gold Plus Quality Achievement Award from the American Heart/Stroke Association
- Three-Year Accreditation 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
- Gold Seal of Approval from the Joint Commission for Hospital Services, Advanced inpatient Diabetes Care Program, Stroke Care Program and Behavioral Health Services.
- Voted Best Local Hospital for 2021 by The Pacific Sun
- Marin Independent Journal's Reader's Choice Awards for Best Hospital
- California Department of Public Health Antimicrobial Stewardship Honor Roll

### Mission

To provide exceptional health care services in a compassionate and healing environment.

### Vision

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

## **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 and medical staff members. They are responsible for setting policies 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 and Interim Secretary
- Joe Abrams
- Joshua Adler, MD
- Douglas Cohen, MD
- Ann Kao, MD
- Michael K. Kwok, MD
- Mark Laret
- Denise Lucy, EdD
- Gene Marie O'Connell, RN, MS
- Mara Perez, PhD

## **Community Benefit Oversight**

The Chief Executive Officer is the champion for the community benefit program and the Director of Strategic Initiatives 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 the 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, VP, Marketing & Communications, MarinHealth Medical Center
- Tori Murray, RDN Director, Strategic Initiatives, MarinHealth Medical Center
- Mara Perez, PhD, MarinHealth Medical Center Board of Directors
- Jennifer Rienks, PhD, Marin Healthcare District Board of Directors

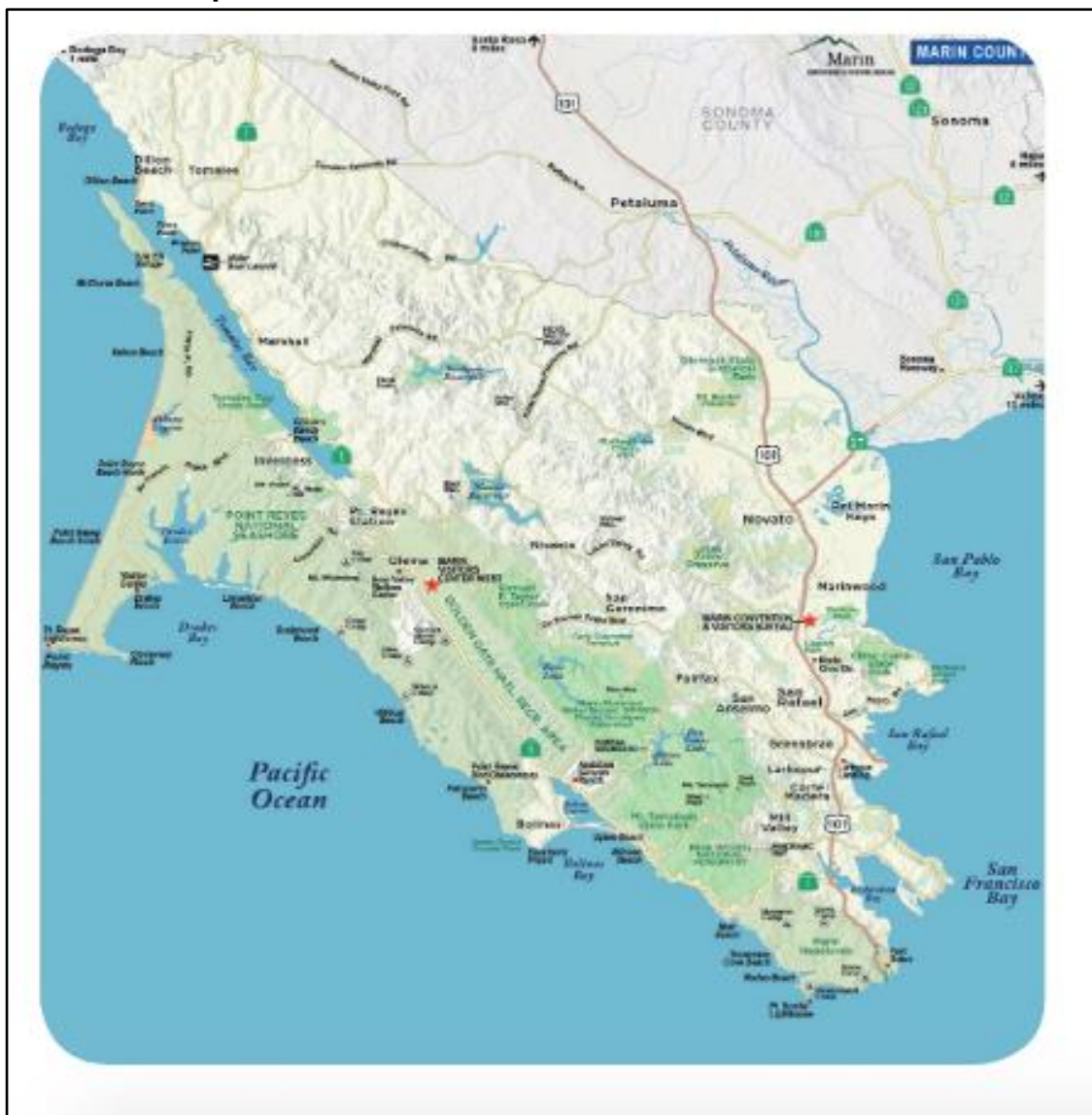
## Caring for our Community

As Marin's healing place, MarinHealth Medical Center is dedicated to caring for all people in Marin County throughout their lifespan and providing services to 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. It 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.

**Map of the MarinHealth Medical Center Service Area**



## Community Snapshot

Marin County has consistently been ranked as one of the healthiest counties in California (Source: County Health Rankings [www.countyhealthrankings.org/app/california/2021/rankings/marin/county/outcomes/overall/snapshot](http://www.countyhealthrankings.org/app/california/2021/rankings/marin/county/outcomes/overall/snapshot)). There is much to celebrate regarding the positive health outcomes in our county. Yet clear inequities exist, illustrating that not all Marin County residents need services that can help them achieve positive health outcomes.

The population of Marin County is 260,814. With a median age of 46.1 years 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, it is expected that 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 is White (71.9%). Hispanic/Latinos are the second-largest race/ethnic group in the service area (15.6%). 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 Marin County, 22% of the population is children and teens, 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 (approximately \$50,000 for a family of 4). Families must make difficult decisions about paying for housing, food, 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 uninsured population.



## 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 with the Healthy Marin Partnership (HMP) and Marin County Health and Human Services to complete the 2019 CHNA. The three acute care hospitals in Marin County participated in the HMP CHNA process. 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 health care and other community services to address unmet community health needs. The assessment incorporated components of primary data collection and secondary data analysis that focused on the health and social needs of the service area population.

A broad range of community members provided input through key informant interviews, group interviews, and focus groups. Individuals with the knowledge, information, and expertise relevant to the community's health needs were consulted. These individuals included representatives from health departments, school districts, local nonprofits, 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., foreign-born populations, individuals experiencing homelessness). Interviews were conducted with thirty-one (31) key informants. Three (3) focus groups, conducted in English and Spanish, engaged an additional twenty-two (22) community members.

### Priority Health Needs

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 identified in the CHNA. The meeting began with a brief presentation of each health need, highlighting major themes and disparities, followed by small-group discussions, including the consideration of the following:

- **Severity:** Severity of need demonstrated in data and interviews.
- **Clear Disparities or Inequities:** Health needs disproportionately impact 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 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).

Economic security, education, mental health and 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 and substance use
4. Access to care

5. Housing and homelessness
6. Healthy eating and active living
7. Maternal and infant health
8. Violence and injury prevention
9. Oral health
10. Social connection

The CHNA report can be accessed at <https://www.mymarinhealth.org/about-us/community-benefit/>.



## Addressing Priority Health Needs

In 2021, MarinHealth Medical Center engaged in activities and programs that addressed the priority health needs identified in the 2020-2022 Implementation Strategy. MarinHealth Medical Center focuses on access to care, healthy eating and active living, housing and homelessness, mental health/substance use, and violence/injury prevention through a commitment to community benefit programs and resources.

### Access to Care Response to Need

- Provided financial assistance for uninsured/underinsured and low-income residents. Following our Financial Assistance Policy, the hospital provided discounted and free health care to qualified individuals.
- Provided transportation services for persons who lacked transportation to access health care services.
- Reached 1,164 individuals with compassionate discharge services and prescriptions.
- Supported primary care and specialty care services for the uninsured at MarinHealth Medical Network Clinics.
- Supported Operation Access in their work 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, enabling 248 uninsured individuals to receive 368 needed surgical and/or diagnostic services, helping to restore their quality of life. In addition, through Operation Access MarinHealth-affiliated physician volunteers provided 29 surgical procedures and diagnostic services for 27 uninsured individuals.
- Provided free education, counseling, and support to 856 breastfeeding mothers.
- Provided outpatient care coordination and transitions of care through the Supportive Care Center, addressing barriers to care for vulnerable patients and their caregivers.
- Assisted 17,015 individuals with health insurance enrollment in partnership with Marin Community Clinics.
- Identified 486 COVID-19 cases in partnership with Canal Alliance. Contact tracing was conducted for each case and all individuals were provided case management services during their 14 days of self-isolation.
- Provided 929 unduplicated individuals with dental services in partnership with Petaluma Health Center dba Coastal Health Alliance.
- Provided a mobile care team with a van equipped with COVID testing capability and personal protective equipment. The group 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. Additionally, in Novato, a MarinHealth Adult Acute Care Clinic provided drive-through COVID-19 testing in 2021.

### Healthy Eating and Active Living Response to Need

- Distributed the free *Health Connection* e-Newsletter and quarterly educational podcasts to the

public and provided education on healthy eating and active living.

- Facilitated a Caregiver Class that educated 30 community caregivers who worked with persons with diabetes and other chronic diseases.
- Registered Dietitian Nutritionists provided free advice to the public on nutrition needs.
- The Braden Diabetes Center provided free diabetes support groups, community education and screenings. In 2021, 278 community members participated either in-person or virtually.
- The Integrative Wellness Center provided education, support groups, nutrition classes, and Qi Gong events free to the public. In 2021, more than 1,880 community members were served.
- Delivered 25,885 organic, medically tailored meals to individuals with a serious illness and their family members in partnership with Ceres Community Project.

## **Housing and Homelessness**

### **Response to Need**

- Provided 1,180 individuals experiencing homelessness with quality health care services, inclusive of medical, mental health, and alcohol/drug treatment services in partnership with Ritter Center, a Federally Qualified Health Center (FQHC) that assists Marin's low-income and homeless population.
- In partnership with North Marin Community Services, 419 households received financial assistance; 1,255 older adults, children, and families remained housed through financial assistance for eviction prevention.
- Provided 77 individuals experiencing homelessness with 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 945 avoidable hospital days.
- Provided 206 low-income individuals with 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**

### **Response to Need**

- Provided accredited hospital inpatient and outpatient behavioral health care services, including partial hospitalization and a co-occurring behavioral health and substance use. MarinHealth Medical Center's Behavioral Health program is Marin County's designated 5150 facility. With 17 adult inpatient beds, it is the county's only inpatient psychiatric program and the only provider of electroconvulsive therapy (ECT) in the North Bay. The program offers a continuum of care through the hospital-based ambulatory program. Behavioral Health staff provide care coordination and linkages to services for patients who present to the Emergency Department with complex psychosocial issues related to homelessness, poverty, domestic violence, human trafficking, violent crimes and trauma. MarinHealth's Behavioral Health program partners with Marin County Behavioral Health Services and other community stakeholders, such as Whole Person Care, Marin Community Clinics, Marin County Adult Protective Services, Ritter Center, Helen Vine and many others.
- In partnership with the Huckleberry Teen Youth Program, Buckelew Programs, Community Institute for Psychotherapy, and North Marin Community Services, more than 1,000 youth and adults were provided bilingual, culturally sensitive mental health counseling sessions.
- Forty-eight 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. In addition, 18 family members and caregivers were provided therapy and linkages to community resources.

- Provided transportation for seniors in the Behavioral Health program to increase access to care.
- In partnership with Community Action Marin, 4,500 community members were able to access support through a Warmline in English and Spanish. Trained peer specialists assisted adults with their recovery journeys.
- In partnership with San Geronimo Valley Community Center, a Let’s Talk speaker series focused on substance use, teen development and parenting. All classes were free and open to the public.
- Supported Marin City Community Development Corporation, a substance use recovery-oriented mental health program for those with serious mental illness, including transitional age youth.

### **Violence and Injury Prevention Response to Need**

- Provided 186 West Marin seniors with 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.
- Nearly 2,500 youth participated in health education, substance use prevention, and sexual violence prevention workshops with Huckleberry Youth Programs.
- Provided 5,000 individuals and families with support services to prevent and address substance use, mental health, isolation, sexual health and trauma with San Geronimo Valley Community Center.
- 750 Boy Scouts participated in the American College of Surgeon’s Stop the Bleed training held at MarinHealth. Stop the Bleed encourages bystanders to become trained, equipped, and empowered to help in a bleeding emergency before professional help arrives.

### **Community Grants Program**

MarinHealth engaged the resources of community partners through a community grants program to address priority needs. In 2021, MarinHealth Medical Center funded nineteen (19) local community partners and FQHCs to address health care needs in Marin County. A brief summary of their accomplishments is detailed in the table below.

<b>Organizations</b>	<b>Health Needs</b>	<b>Programs</b>
Bucklew	Mental Health and Substance Use	<i>Bilingual, culturally sensitive counseling services for individuals and families, including the undocumented.</i> <ul style="list-style-type: none"> <li>• 200 individuals accessed counseling; 92 unduplicated individuals are active and have received multiple sessions.</li> <li>• 90% of individuals reported improvement in their life functioning.</li> </ul>
Canal Alliance	Access to Care: COVID-19	<i>Culturally appropriate public health initiative for COVID-19 developed for the Latino immigrant community in the Canal neighborhood.</i> <ul style="list-style-type: none"> <li>• Identified 486 cases of COVID-19. Provided case management services and contact tracing.</li> <li>• Provided COVID-19 education at more than 200 online and in-person events that reached 10,000</li> </ul>

Organizations	Health Needs	Programs
		people, including social media, text messages, on-site testing, vaccination events, and booth/tabling events
Ceres Community Project	Healthy Eating and Active Living	<p><i>Provides medically tailored meals, nutrition, education and support to low-income families struggling with serious illnesses. Youth volunteers are the chefs and gardeners, learning job and life skills.</i></p> <ul style="list-style-type: none"> <li>• 205 individuals and 48 family members/caregivers were provided healing meals, for 254 people.</li> <li>• 25,885 meals were delivered in 2021.</li> <li>• 65 youth were engaged in 3,244 hours of community service.</li> </ul>
Community Action Marin	Mental Health and Substance Use	<p><i>Access to substance use services for adults and transitional-age youth with serious mental illness.</i></p> <ul style="list-style-type: none"> <li>• Over 220 unduplicated individuals were provided substance use, recovery support and empowerment services, including 10 individuals who were provided 1:1 support.</li> <li>• Over 4,500 calls were placed in English and Spanish to the CAM Warmlines (call-in services where trained peer support specialists are available to those who need to talk).</li> <li>• Weekly support groups were provided virtually.</li> </ul>
Community Institute for Psychotherapy	Mental Health and Substance Use	<p><i>Affordable, timely and comprehensive mental health care for individuals and families who are ineligible for county services.</i></p> <ul style="list-style-type: none"> <li>• 552 clients were evaluated and began weekly 1:1 therapy.</li> <li>• Over 70% of individuals reported improvement in symptoms.</li> <li>• 32%, or approximately 175 individuals, received referrals for collateral services, including medical care, treatment for substance use, and eating disorders.</li> </ul>
Homeward Bound	Access to Care; Homelessness	<p><i>Provides a stable environment for homeless individuals to recuperate as well as offers linkages to promote economic independence, housing stability and the establishment of a medical home.</i></p> <ul style="list-style-type: none"> <li>• Supported 77 individuals, resulting in 945 avoidable hospital days.</li> </ul>
Huckleberry Youth Programs	Mental Health and Substance Use; Community Safety and Injury Prevention	<p><i>Teen Health Program provides youth and families with prevention education, screenings, and counseling for MH and SA.</i></p> <ul style="list-style-type: none"> <li>• 1,869 youth participated in health education workshops.</li> <li>• 559 youth received substance use prevention and sexualized violence prevention education.</li> <li>• 284 youth received mental health and/or behavioral health assessments at the Teen Clinic.</li> <li>• 194 youth received mental health counseling, including 53 whose primary issues are substance use.</li> </ul>

Organizations	Health Needs	Programs
Jewish Family and Children's Services	Mental Health and Substance Use	<p><i>Provides early identification and screening for depression, anxiety, and trauma with evidence-based interventions.</i></p> <ul style="list-style-type: none"> <li>• 48 seniors received Cognitive Behavioral Therapy, Healthy Ideas behavioral activation and linkages to other services. Additionally, JFCS provided 18 family members and caregivers of the 48 seniors with therapy and referrals to community resources.</li> <li>• 350 unduplicated individuals received outreach and psychoeducation.</li> </ul>
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"> <li>• 213 unduplicated individuals received support.</li> <li>• 15 breast cancer patients received benefits counseling.</li> <li>• 213 individuals received referrals to other community resources for food, rent and other financial assistance.</li> </ul>
Marin City Community Development Corporation	Mental Health and Substance Use; Homelessness	<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"> <li>• 1 member completed the Servsafe food handlers certificate program.</li> <li>• 2 members acquired the skills necessary to start a small business.</li> </ul>
Marin Community Clinics	Access to Care; Healthy Eating and Active Living; Mental Health and Substance Use; Injury Prevention	<p><i>FQHC provides telehealth and COVID-19 prevention. Provided medical, behavioral health, nutrition and lactation support via telehealth and COVID-19 testing.</i></p> <ul style="list-style-type: none"> <li>• MCC provided 66,518 medical and behavioral telehealth services in 2021.</li> </ul>
North Marin Community Services	Homelessness	<p><i>Emergency assistance and support program to prevent evictions and homelessness, and increase housing security.</i></p> <ul style="list-style-type: none"> <li>• 419 households received financial assistance totaling \$750,050 in rental assistance.</li> <li>• 1,255 older adults, children and families remained housed through financial assistance for eviction prevention.</li> <li>• 83% of those who engaged in 6 months of case management experienced increased financial stability as measured by the Arizona Self-Sufficiency Matrix.</li> </ul>
Operation Access	Access to Care: Specialty 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"> <li>• 248 uninsured individuals received 368 needed surgical and/or diagnostic services, restoring their quality of life and ability to return to work.</li> <li>• 84% of patients who reported pain at intake reported a reduction in pain after procedure.</li> <li>• ED visits were reduced by 80% from pre to post-procedure.</li> </ul>

<b>Organizations</b>	<b>Health Needs</b>	<b>Programs</b>
Petaluma Health Center dba Coastal Health Alliance	Access to Care: Dental Care	<p><i>Dental care services for older adults with complex medical and dental needs.</i></p> <ul style="list-style-type: none"> <li>• Approximately 243 individuals received dental services each month.</li> <li>• 929 unduplicated individuals were provided dental services.</li> </ul>
Ritter Center	Access to Care; Homelessness	<p><i>FQHC homeless site provides a range of culturally sensitive, easily accessible, high-quality medical care and social services.</i></p> <ul style="list-style-type: none"> <li>• 1,180 unduplicated patients received medical, mental health, and alcohol/drug treatment services in 2021.</li> </ul>
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"> <li>• RotaCare Clinic of San Rafael provided services to 206 unduplicated patients.</li> <li>• The clinic continued to maintain specialty clinics. The clinics included: nutritional support, stress management, dermatology, diabetes, podiatry, vaccine, and asthma and respiratory issues.</li> </ul>
San Geronimo Valley Community Center	Mental Health and Substance Use	<p><i>Community wellness center provides comprehensive formal, informal, and connection-based support services to prevent and address substance use, mental health, isolation, sexual health and trauma.</i></p> <ul style="list-style-type: none"> <li>• 5,000 individuals and families were provided support services to prevent and address substance use, mental health, isolation, sexual health and trauma.</li> <li>• Multiple parent education events were provided on substance use, teen development, parenting, and virtual activities to create connections during socially distanced times.</li> </ul>
Spahr Center	Access to Care: LGBTQ+	<p><i>Provides access to care for LGBTQ+ Youth and Young adults.</i></p> <ul style="list-style-type: none"> <li>• Funds provided strategic planning for a stand-alone LGBTQ+ health clinic.</li> <li>• Spahr researched clinic models, held exploratory conversations with key stakeholders, began discussions with Marin County and Marin Community Clinics, and developed a resource guide for transgender individuals.</li> </ul>
West Marin Senior Services	Access to Care; Healthy Eating and Active Living; Injury Prevention	<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"> <li>• 186 unduplicated seniors received core services, including care management, home-delivered meals, congregate meals, and visiting.</li> <li>• 103 seniors participated in nutrition programs.</li> <li>• 65 seniors received visiting services from Dominican University student nurses.</li> </ul>

## Community Benefit Services Summary 2021

### Accomplishments in 2021 (January 1, 2021 – December 31, 2021)

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 health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other nonprofit community efforts. Due to COVID-19, some 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, addressing community needs.*

#### Community Health Education

- MarinHealth's Braden Diabetes Center provided free diabetes support groups, community education and screenings.
- A Registered Dietitian Nutritionist facilitated the Caregiver Class to educate community caregivers working with persons with diabetes and other chronic diseases.
- MarinHealth's Integrative Wellness Center provided education, support groups, and Qi Gong events free to the public.
- The *Health Connection* e-Newsletter and quarterly educational podcasts were available to the public and provided education on timely health topics.
- Provided virtual Guided Meditation and Jin Shin Jyutsu classes.
- 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.
- Community members participated in a series of child and infant CPR, and first aid classes, childbirth series, infant care series and a virtual support group for postpartum moms.
- Boy Scouts participated in the American College of Surgeon's Stop the Bleed training held at MarinHealth.
- Offered Medicare 101 virtual seminars to help seniors understand their Medicare coverage, options, and how to minimize costs.
- Provided nutrition and food safety training to community members.
- The Supportive Care Center provided Palliative Care, Complex Care Management, Advance Care Planning, and Spiritual Care.

#### Community-Based Clinical Services

- The Breast Health Center provided low-cost mammograms to 68 low-income or under-served individuals.
- The Compassionate Discharge Prescriptions program provided discharge medications for 1,164 patients who were unable to afford the cost of their prescription medications.

#### Health Care Support Services

- The Breastfeeding Telephone Support Line provided free education, counseling and breastfeeding support to more than 2,222 women. Services were available 7 days a week.
- Registered Dietitian Nutritionists provided free advice to the public on nutrition needs.



- A shuttle program provided free transportation services for seniors in the Behavioral Health program who lacked transportation.
- Taxi vouchers were provided to persons who lacked transportation to health care services.
- Offered assistance to enroll persons in public health insurance programs.
- The Medical Library was available to the public, free of charge.

## **Health Professions Education**

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

### **Continuing Medical Education (CME)**

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

### **Nursing Education**

MarinHealth partnered with universities and colleges to provide staff-precepted clinical education for RN students. This year, 189 student nurses were precepted by MarinHealth nursing staff.

### **Other Health Professions Education**

Other health professionals are educated and performed their clinical hours and/or internship rotations at MarinHealth. In 2021, 44 students were directly supervised by staff in Nutrition Services, Occupational Therapy, Pharmacy, Physical Therapy, Radiology, and Respiratory Therapy.

### **Cash and In-Kind Donations**

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

### **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 2021, the grant-making program served over 100,000 of Marin's most vulnerable residents. Grants were provided to the following community organizations:

- Buckelew
- Canal Alliance
- Ceres Community Project
- Community Action Marin
- Community Institute for Psychotherapy
- Homeward Bound
- Huckleberry Youth Programs
- Jewish Family and Children's Services
- Marin Center for Independent Living
- Marin City Community Development Corporation
- Marin Community Clinics
- North Marin Community Services
- Operation Access

- Petaluma Health Center dba Coastal Health Alliance
- Ritter Center
- RotaCare Bay Area
- San Geronimo Valley Community Center
- Spahr Center
- West Marin Senior Services

### **Highlighted accomplishments**

- 248 uninsured individuals received 368 needed surgical and/or diagnostic services, restoring their quality of life and ability to return to work.
- 186 West Marin seniors received case management services, home-delivered meals and frequent contact via phone, FaceTime and Zoom to reduce isolation and fear.
- 77 homeless individuals received medical respite, resulting in 945 avoidable hospital days.
- 929 unduplicated individuals were provided dental care services.
- 10,000 Latino immigrants received culturally appropriate public health information on the pandemic.
- 25,885 medically tailored, nutritious meals were delivered to individuals and families in need.
- Trained peer support specialists, available for those who need to talk in English and Spanish, received over 4,500 calls in 2021.
- 17,015 individuals were assisted with health insurance enrollment.
- 66,518 medical and behavioral health telehealth services were provided.
- 1,255 older adults, children and families remained housed through financial assistance for eviction prevention.
- 1,180 homeless individuals were provided medical, mental health, and alcohol/drug treatment services.
- 5,000 individuals and families were provided support services to prevent and address substance use, mental health, isolation, sexual health and trauma in West Marin.
- Over 1,000 youth, adults and seniors received comprehensive 1:1 therapy services.

MarinHealth supported a number of nonprofit community organizations through cash donations. Sponsorships (partial listing) were provided to:

- Hospice by the Bay
- St. Vincent de Paul Society of Marin
- Summer Solstice
- Zero Breast Cancer Foundation

### **In-Kind Donations**

- Donated over 19,000 pounds of packaged food from retail and patient services to ExtraFood.org, which reached over 1,300 recipients throughout Marin County.
- Due to global pandemic supply chain shortages, donated feeding tubes to facilities in need.
- Provided meeting room space 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 2021, funding supported:

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

## Financial Summary of Community Benefit

MarinHealth's financial summary of community benefit for 2021 (January 1, 2021 to December 31, 2021) 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 <sup>1</sup>	\$973,310
Unpaid Costs of Medi-Cal <sup>2</sup>	\$46,409,947
Education and Research <sup>3</sup>	\$2,310,587
Other for the Broader Community <sup>4</sup>	\$29,408,242
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$79,102,086</b>
Unpaid Costs of Medicare <sup>2</sup>	\$116,916,496
<b>Total Quantifiable Community Benefit</b>	<b>\$196,018,582</b>

<sup>1</sup> 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.

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

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

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

## Community Benefit Plan 2020-2022

As a result of the 2019 CHNA, MarinHealth Medical Center selected significant health needs it will address through its Implementation Strategy. The plan outlines the health needs the hospital will and will not address and its strategies 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 2019 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 health care for the medically underserved and improve community health.

##### Actions

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

#### 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. Participate in the county's Healthy Eating Active Living (HEAL) Built Environment Task Force.
- 9.

## **Health Need: Housing and Homelessness**

### **Strategy**

Increase housing opportunities and wraparound services for individuals experiencing homelessness.

### **Actions**

1. Connect persons experiencing homelessness who are in the ED/hospital to recuperative care and other appropriate service providers along the continuum of care.
2. Collaborate in community-wide efforts to 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. The hospital has insufficient resources to handle 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 documenting tracking measures, such as the number of people reached/served and collaborative efforts to address health needs.



## Contact Information

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## Community Benefit Contact

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