

2024 Community Benefit Report



At John Muir Health, we celebrate the outstanding work of our staff, providers, and community partners to uphold our mission to improve the health of the communities we serve with quality and compassion.

This year, we have witnessed the power of teamwork in action. From our clinical staff, to administrative teams, support services, leadership, and partner organizations, every role has been essential in delivering the highest quality care.

Together, we have navigated challenges with resilience and innovation, ensuring that the needs of those we serve remain our top priority.

Our success is not ours alone—it is a shared achievement with the **35 partnerships** we have invested in, all of which contribute to our mission and values. These partners work with existing John Muir Health programs, including the **Family Medicine Residency, Social Services, Specialty Care, and Behavioral Health.**

***As a not-for-profit health system,
we serve our entire community
with quality and compassion.***

(Above) Nicole Sims, Patient Experience and Engagement Coordinator with Young Healers interns Olivia Leather (College Park High School) and Anahi Nava Flores (Mt. Diablo High School)

As highlighted throughout this report, our health system works closely with school districts, nonprofit organizations, and other community partners to meet our community's needs.

Thank you to our staff, providers, and partners for making this another extraordinary year of achieving our goals and improving the health of our communities.

Michael S. Thomas

Michael S. Thomas
President and CEO
John Muir Health



**JOHN MUIR
HEALTH**

Community Health Needs Assessment



We invest in local nonprofit partners who create lasting impact for our community.

Our Community Health Needs Assessment, informed by input from community stakeholders, guides our work and strategy to meaningfully improve the lives of vulnerable populations. Our programming for **2023, 2024, and 2025** focuses on the following priorities:

- **Behavioral Health**
- **Healthcare Access & Delivery**
- **Housing & Homelessness Prevention**

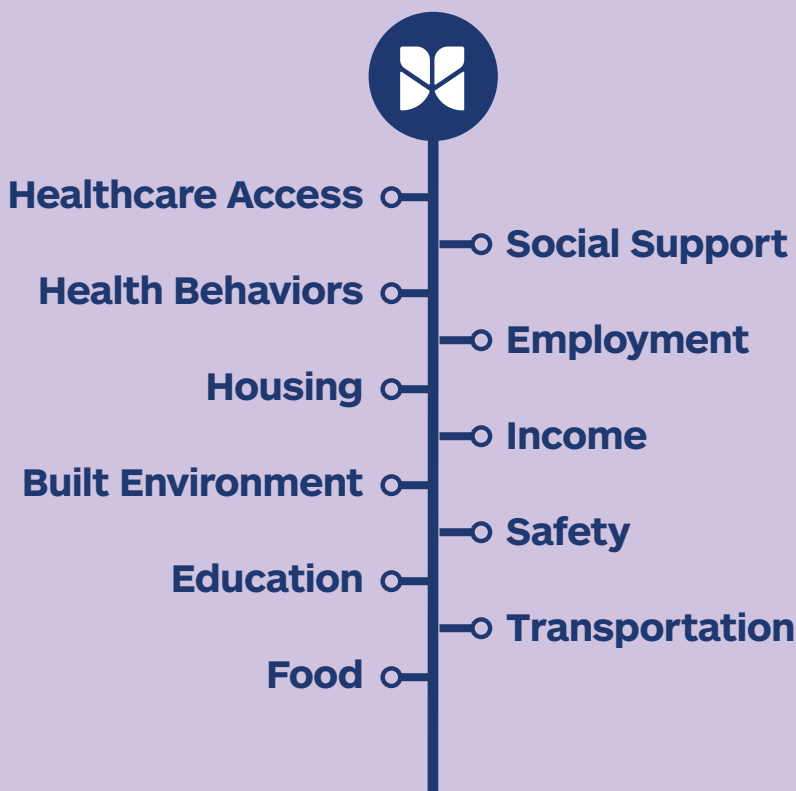
John Muir Health leadership, nurses, and staff volunteer at the 2024 Habitat for Humanity Women's Leadership Build.

Strength in Numbers

Our community impact evolves from powerful partnerships with community-based organizations, schools, clinics, and other healthcare providers.



Through our partnerships, we address:



**Social Determinants
of Health**

We Proudly Support Programs & Partnerships

We proudly provide grants that support **35** nonprofit organizations, and we operate direct service programming that provides essential medical, dental, mental health, violence prevention, and workforce development services throughout Contra Costa County.

John Muir Health-Led Programs

HEALTHCARE ACCESS AND DELIVERY

- Community School Nurse
- Every Woman Counts
- Mobile Health Clinic
- Ronald McDonald Mobile Dental Clinic and Dental Collaborative of Contra Costa
- Specialty Care Program

BEHAVIORAL HEALTH

- Beyond Violence
- Restorative Justice Initiative

HOUSING AND HOMELESSNESS PREVENTION

- Healthcare for the Homeless Mobile Health Clinic

WORKFORCE DEVELOPMENT

- CLIMB Near Peer Mentorship Program
- Family Medicine Residency Program
- Health Career Connections College Internship Program
- Nursing Residency Program
- Psychology Doctorate Residency Program
- Pharmacy Residency Program
- Young Healers High School Program

Through annual financial support of John Muir Health, the **Community Health Fund**, a separate grant-making organization, distributes grants to nonprofit organizations serving Central and East Contra Costa County.

Community Partnerships

HEALTHCARE ACCESS AND DELIVERY

- Contra Costa Health Services (Healthcare for the Homeless and Oral Health Program)
- Independent Living Resources ♦
- Inspiring Communities ♦
- La Clínica de La Raza
- Lifelong Medical Care
- Meals on Wheels Diablo Region ♦
- Monument Impact ♦
- Operation Access ♦
- Order of Malta Clinic of Northern California ♦
- RotaCare Bay Area (Alamo, Concord, Pittsburg, Richmond) ♦
- St. Vincent de Paul ♦

BEHAVIORAL HEALTH

- Center for Human Development ♦
- Family Justice Centers of Contra Costa ♦
- Fred Finch Youth and Family Services ♦
- Meals on Wheels Diablo Region ♦
- Mental Health Connections ♦
- Monument Crisis Center ♦
- Monument Impact ♦
- NAMI of Contra Costa ♦
- One Day at a Time ♦
- Planting Justice ♦
- RYSE Center ♦
- Three Valleys Community Foundation
- Village Community Resource Center ♦
- Women's Cancer Resource Center ♦

HOUSING AND HOMELESSNESS PREVENTION

- Alameda County Community Food Bank ♦
- Contra Costa Health Services Healthcare for the Homeless
- Food Bank of Contra Costa and Solano Counties ♦
- Goodness Village ♦
- Healthy and Active Before Five ♦
- Hope Solutions ♦
- Philip Dorn Respite Center, CCC Housing and Homeless Services
- Shelter, Inc. ♦
- Support4Recovery ♦
- Trinity Center ♦
- White Pony Express ♦

SCHOOL PARTNERS

- Antioch Unified School District
- Bentwood Union School District
- Junior Achievement of Northern California ♦
- Kerosene Lamp Foundation
- Martinez Unified School District
- Mt. Diablo Unified School District
- Pittsburg Unified School District
- San Ramon Valley Unified School District
- West Contra Costa Unified School District

♦ Denotes additional funding for organization-selected trainings and interventions.

- Hijas del Campo
- La Concordia Wellness Center
- Delta Bay Impact
- Monument Impact
- Loaves and Fishes of Contra Costa
- Contra Costa Crisis Center

- People Who Care
- Village Keepers
- GANAS Community Organization
- Akhila Health
- Center for Collaborative Planning

Our Approach to Community Partnerships



At John Muir Health, we recognize that addressing community needs requires both internal and external collaboration. By working alongside nonprofits, local organizations, schools, and healthcare providers, we extend our reach beyond hospital walls to **support access to care, address homelessness, and support behavioral health needs.**

Our Community Benefit services span the entire geographical region of Contra Costa County, Northern Alameda County, and the Tri-Valley.



Community Benefit programs served 19,708 people in 2024 (depicted by yellow circles).

Specialty Care

Meeting Vulnerable Patients Where They Are

In the background, the nurse practitioner could hear the sound of scrubbing as the patient on the phone described her symptoms. The woman apologized for calling from work—she was cleaning a house and couldn't afford to miss a day's income, even while terminally ill with cancer.

On the other end of the call, speaking in the patient's native language, Spanish, is John Muir Health's Specialty Care Lead who is ready to connect the patient with oncology services, transportation, and follow-up care.

A Direct Connection

"We meet the patient where they are," says Shellie Campos, Nurse Practitioner and Coordinator of John Muir Health's Specialty Care Program. She and Paula Bellis, the program's clerk, and Claudia Bruno, another clerk, link patients in the community with specialty care after they are referred by La Clínica de la Raza.

"We are available and reachable through a direct line—there is no phone tree," Campos emphasizes. "Patients struggle

to navigate the health system and locate the specialty care they urgently need, which can create a cycle where patients instead go to the Emergency Department for treatment."

John Muir Health physicians and outside providers actively participate in the Specialty Care Program. Common specialties include, gynecology, gastroenterology, medical oncology, radiation oncology, surgery, and urology.

John Muir Health's program stands apart from others as it provides intentional charity care. Campos adds, "We pay the professional fee and we offer inpatient care—not just outpatient services. We also track the patient's progress to ensure continuity of care. Our goal is to provide great medical care to all people, with follow-through and interpretation services."

A Safety Net for Patients

Patients qualify for specialty care if they are uninsured and earn under 400% of the Federal Poverty Level.



(R) Shellie Campos, Nurse Practitioner and Coordinator of John Muir Health's Specialty Care Program with (L) Paula Bellis, Specialty Care Programs clerk.

Since the program's inception in 2011, over 3,000 patients have received high-quality care from participating specialists, 8,650 consultations with specialists have been covered, and there have been 120 patients diagnosed with and treated for cancer. This program is making such a critical difference in our community's most vulnerable populations and is truly saving lives.

—Shellie Campos

Nurse Practitioner and Coordinator of John Muir Health's Specialty Care Program

La Clínica de la Raza

Partnering For Advanced Care

La Clínica de la Raza provides low-income communities with accessible, affordable, and culturally-aligned healthcare services throughout Alameda, Contra Costa, and Solano Counties. John Muir Health partners with Contra Costa County clinics that offer comprehensive care, exams, immunizations, prenatal care, dental, and optometry services, behavioral health support, and more.

John Murphy, MD, Chief Medical Officer at La Clínica, describes the organization as a medical home for some of the area's most vulnerable community members, including immigrants who often struggle to find care. He notes that healthcare services have become increasingly scarce further east of Contra Costa County, making La Clínica an essential resource. The clinic serves second- and third-generation families.

However, La Clínica's ability to provide medical care has its limits. In the past, when patients required surgery or advanced specialty care for conditions like cancer, they often faced insurmountable barriers.

A Route to Advanced Care

"For years, our providers faced the frustration of knowing there were solutions for patients needing advanced care—it was extremely demoralizing," says Jane Garcia, La Clínica's CEO.

That changed when John Muir Health began offering colonoscopies to patients in need in 2011. Since then, the Specialty Care Program has expanded significantly.

"Now, it's incredibly fulfilling to see these services in action and the impact they're having on our community," Garcia says. Barriers such as financial limitations, language differences, and logistical challenges were overcome, creating new opportunities for care.

When La Clínica refers a patient for specialty care, "We take the workup as far as possible, so the patient feels safe, secure, and doesn't have to travel unnecessarily," says Dr. Murphy. "We want the handoff and communication with the specialist to be seamless. "I truly want to thank John Muir Health—not only for covering operating room fees but for making the critical connections between us and the specialists. You vouch for us, and you have fully embraced this work. I want you to know—it's been a home run," says Garcia.

All the nurses and doctors at John Muir Health treated me exceptionally. I never noticed any difference in their treatment of me because I did not have insurance for the surgery myself. They were all truly kind and caring.

—Specialty Care patient

Jane Garcia, CEO, La Clínica de la Raza



Social Work at John Muir Health

Challenges Amid Overwhelming Need

As a social worker on the trauma and medical-surgical floor at the John Muir Health, Walnut Creek Medical Center, Justine Rawlings has seen it all. “We have medically and socially complex patients because when you’re unhoused, you are more likely to experience trauma. Different circumstances add social complexities to a patient’s physical and medical challenges.”

Rawlings, a UC Berkeley Master’s graduate, understands this firsthand—she was once unhoused herself. Though she is a success story, she understands the overwhelming need for social support during hospitalization.

Community Partners for Social Services

John Muir Health’s Social Services team collaborates with several nonprofits to help patients address critical social needs. Hope Solutions—an organization that once helped Rawlings secure housing and support—is one such partner. Others include the Trinity Center, which provides essential safety net services

for unhoused people, Beyond Violence, a hospital-based violence intervention program that collaborates with a network of nonprofits to support violence prevention in the county. Another is the county’s Respite Center in Concord, which offers medical stabilization for unhoused adults.

“These community partners carry an immense burden, and as a county, we have many gaps that we are trying to fill,” says Ashley Lettis, Cross-Campus Manager of Social Services.

The Bed and Continued Care Gap

“Today, we’re seeing more chronically homeless patients,” Lettis adds. “Many are older and need medical support. If I could have one thing, it would be a lot more shelter beds—so we could get people who need help today into a safe place to sleep the night.” Stephanie Ikenador, Cross-Campus Social Services Supervisor, agrees. “I feel for our team members who work directly with patients every day, having to be incredibly creative when developing care plans.”



(front) Justine Rawlings, Social Worker, (L-R) Stephanie Ikenador, Cross-Campus Social Services Supervisor, Robert Vergara, Social Worker and Ashley Lettis, Cross-Campus Manager of Social Services.

“We walk patients through the entire recovery process.” Lettis adds, “It’s a success when we can discharge someone to the Respite Center in Concord because they have a nurse and case managers. Their goal is to help people recover, connect them with resources, and get them into permanent housing. The Trinity Center also provides support, case management, and more, including a winter shelter program,” she notes.

Social worker Robert Vergara works with the innovative Beyond

Violence program, which provides trauma-informed bedside intervention and ongoing support for survivors of violence. “Beyond Violence offers mental health services for trauma, as well as legal resources and other support services,” he explains.

Rawlings concludes, “Our social workers and partners are doing great work. While we wish there were more resources, we recognize that every community is grappling with this systemic issue.”

Trinity Center

A Safety Net in Contra Costa

“Homelessness could happen to anybody,” says Leslie Gleason, Executive Director of the Trinity Center in Walnut Creek. “For me, success means that people come here and find respite and hope. Ultimately, we want to make anyone’s experience of homelessness short-lived, non-repeated, and infrequent. We see that success every day.”

“We are deliberately part of the wider Contra Costa County homelessness response system of care, and we have a very clear role to be a hub,” adds Pam McGrath, Associate Executive Director.

A Welcome Ally

One specific way that John Muir Health supports the Trinity Center is through the Happy Feet program, staffed by Family Medicine Residency physicians who provide foot exams. Dr. Nida Fatima, a Family Medicine Resident emphasizes that by being present at the Trinity Center, she is able to build trust with community members and refer them to their primary care provider, or our John Muir Health Mobile Health Clinic, whenever needed.

Other community involvement is always encouraged. “Volunteers can be part of the solution with us, and get a sense of what really contributes to, and helps get people out of the experience of homelessness. Working together, we can really address this problem. John Muir Health’s support of Trinity Center has that ripple effect, both through their grant funding and supportive on-site Residency services.” says Gleason.

A Place for All

In 2024, Trinity Center served an average of 80 people per day, (1,400 individuals visited 19,000 times) providing more than 43,000 individual services ranging from essential safety net services to intensive case management. This resulted in 124 housing successes and 50 employment successes.

The seasonal winter shelter provided 4,000 bed nights for unhoused individuals. The Center also offers a clothing room, mail and phone access, referrals, support groups, help with benefit applications, and workforce development.

Most members hear about the Center through word of mouth, through the county’s 211-phone line, the Center’s website, or through their hospital social workers.

Ultimately, we want to make anyone's experience of homelessness short-lived, non-repeated, and infrequent. We see that success every day.

—Leslie Gleason
Executive Director, Trinity Center

(L) Trinity Center team Leticia Wiesner, Director of Programs and Member Services, Pamela McGrath, Associate Executive Director, Leslie Gleason, Former Executive Director, and Moji Shobeiri, Business and Operations Manager.

(R) Dr. Nida Fatima, John Muir Health Family Medicine Resident with a patient.



Mental Health Connections

A Focus on Acceptance and Success

The Journey from Isolation to Integration

When you walk into the bright, welcoming offices of Mental Health Connections in Concord, you can't tell the staff from the members. The space fosters connection, offering individuals with mental health challenges the opportunity to build relationships, develop skills, and focus on their strengths. With discussion groups, vocational activities, cooking classes, and more, the program creates a true sense of belonging.

A Longstanding Partnership

John Muir Health's relationship with Mental Health Connections spans 17 years. "John Muir Health was our very first funder and have been with us every step of the way," says Chief Strategy and Compliance Officer Tamara Hunter. "When we faced the pandemic, they sent infection control staff to help. We're also part of the Family Medicine Residency Program,

where medical residents bring valuable health education, like the importance of sleep hygiene, to both staff and members—and their staff and physicians even dance at our galas to help us fundraise!"

One of those John Muir Health staff members is Linda Ianotta, Coordinator of Accreditation and Regulatory in Quality Management, who also serves on the Mental Health Connections Board of Directors.

"It's incredible to see how this collaboration has grown and how many lives it has touched," she says. "This is one of our true success stories. When it comes to John Muir Health's mission of delivering care with quality and compassion, there's no better example. We want people to succeed—not just in recovery, but beyond."

Today, Mental Health Connections has more than 1,200 members. One of them is John Coombs, who now gives tours and presentations.



Tamara Hunter, Chief Strategy and Compliance Officer of Mental Health Connections (MHC) with John Coombs, MHC member, and Linda Ianotta, John Muir Health Coordinator of Accreditation and Regulatory in Quality Management and MHC Board of Directors Member.

It was a difficult time for me, but the support I received was amazing. When I first heard about this program, it gave me hope. When I had nowhere else to go, I started coming here every day. My story is a success story because of it.

—John Coombs
Mental Health Connections member

Reaching Those in Need

The program serves adults with serious mental illnesses, including those who are unhoused, veterans, and individuals involved in the judicial system. Many patients first learn about the program when Mental Health Connections members visit the John Muir Health Behavioral Health Center to arrange donated flowers for their rooms. It's during these visits that patients hear about the importance of continued connection after hospitalization.

Family Medicine Resident Dr. Kenyon Wright teaches Mental Health Connections members about sleep health.

Spreading Awareness, Not Stigma

To further promote the program, members organize community events. At a recent Sweep Away Stigma fair in Todos Santos Plaza in Concord, more than 400 people attended. "It's about breaking the stigma that prevents people from talking about mental health and getting the help they need," says Coombs.

Tamara Hunter adds: "I'm always impressed by how much John Muir Health does for the community. I know the impact it has had on us. They don't just offer support—they ask, 'What do you need? What challenges are you facing right now?' that's extraordinary."





Mental Health Connections Mural at Concord Clubhouse.

It's an environment of hope and support and courage. The energy is palpable. The dignity each person has within these doors and beyond comes from what they experience here.

—Linda Ianotta

Board member and John Muir Health employee

Health Professions Education

We are committed to supporting the education of students interested in pursuing careers in healthcare.



Roxanne Augustin, John Muir Health MSICU, Critical Care Team staff, and Luis Trinidad, Ygnacio Valley High School.

Workforce Development

Each year, our health system offers numerous training opportunities for physicians, nurses, pharmacists, college, high school, and other healthcare students. We proudly support four Residencies: **Family Medicine, Nursing, Pharmacy, and Psychology Doctorate Residency Programs.**

In total for 2024, **1,382 health professionals** were trained during residencies, internships and fellowships, for a Community Benefit of **\$5,561,782.**



455 Trained

Physicians & Medical Students



725 Trained

Nurses and Nursing Students



165 Trained

Other Health Professional Education



37 Scholarships

For Professional Education

Community Health Education

Education initiates change
for our future generations.

*John Muir Health Community Health Improvement
staff at the annual Mobile Healthcare Association
Northern CA Regional Conference*



Community Health Education resources that focus on wellness and prevention were provided to 13,115 individuals who represent patients, the underserved, and broader communities.



Cancer Support Groups



Career Fairs



Community Health Fairs



Diabetes Education Classes



Mental Health Workshops



Nutrition Support Groups



Spiritual Care Grief Support Groups



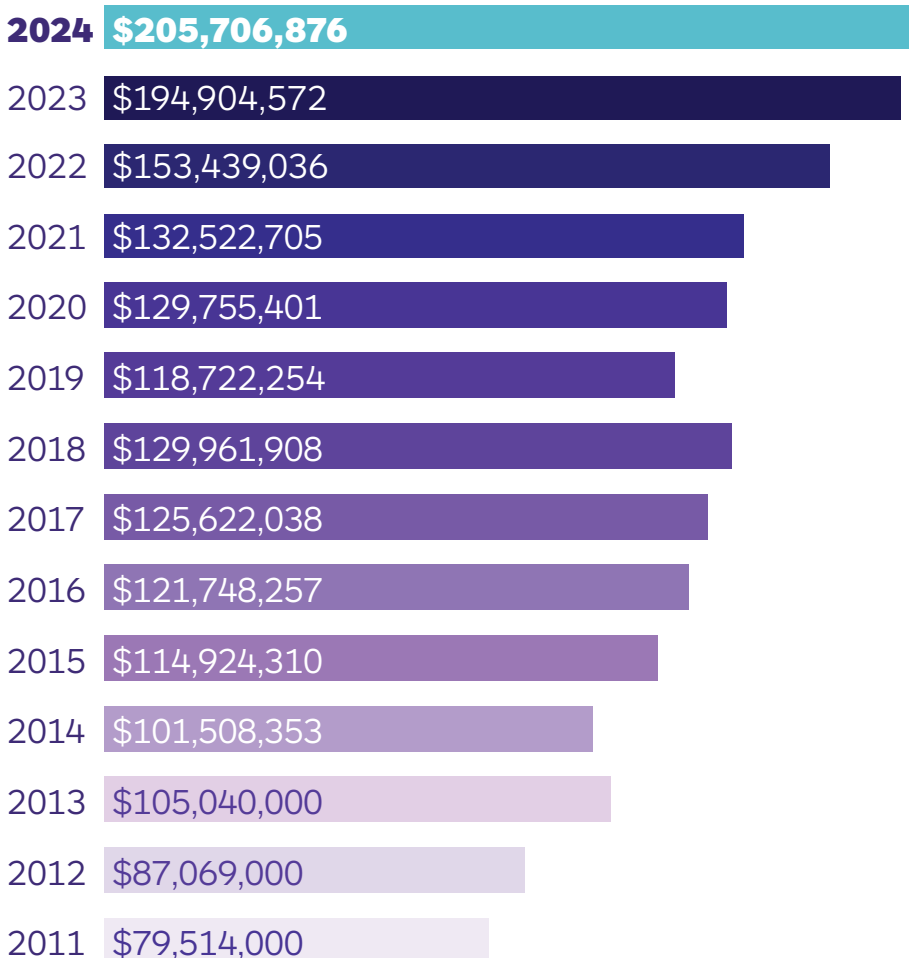
Trauma "Stop the Bleed" Trainings

Community Benefit

BREAKDOWN

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

Total Community Benefit Contributions



2024

CONTRIBUTIONS



\$4,332,074

**Community Health Improvement,
Community Building &
Community Benefit Operations**

- Community programs that provide access to health care, health education and support services
- Mentorship and leadership development
- Community Health Improvement Operations
- Community Health Fund Operations

\$6,468,277

Health Professions Education & Research

- Residency Programs
- Student Internships
- Government-funded research

\$4,247,453

In-Kind & Financial Contributions

- Community organization sponsorships
- Grants to support nonprofits serving vulnerable communities
- Board of Director staff service on nonprofit boards

\$7,279,384

Subsidized Health Services

- Clinical services provided despite a financial loss, in addition to Charity Care and Medi-Cal

\$5,440,184

Charity Care

- Care provided at no cost or reduced cost for low-income population

\$177,939,504

Unpaid Costs of Medi-Cal

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



John Muir Health's commitment to the community



**JOHN MUIR
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To learn more visit:
johnmuirhealth.com

Email us at:
community.benefit@johnmuirhealth.com



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