JOHN MUIR HEALTH

2014 Annual Report











WE ARE DEDICATED to improving the health of the communities we serve with quality and compassion.

On the cover: Rob and Danielle Salinas, with sons Cruz, age 3, and Jackson, age 2. Both boys were admitted to John Muir Health's neonatal intensive care unit (NICU), which addresses the special needs of premature or ill babies. Cruz was born at 33 weeks, weighing 3.9 pounds. Jackson arrived after 30 weeks, weighing only 2.3 pounds. "We never imagined we would go through a NICU journey - not once, but twice!" says Danielle. "The doctors, nurses and staff were so attentive to our babies and to us as well. The love and care they showed us during such a stressful time made all the difference. John Muir Health is an amazing organization, and we truly appreciate the care they provide!"



JOHN MUIR HEALTH

is a community-based, not-for-profit, integrated system of doctors, hospitals, patient care centers and community benefit programs. We are committed to providing the highest-quality health care to our patients every day through the exceptional work of our dedicated physicians, employees and volunteers.

Hospitals

John Muir Medical Center 2540 East Street, Concord, CA 94520

John Muir Medical Center 1601 Ygnacio Valley Road, Walnut Creek, CA 94598

John Muir Health Behavioral Health Center 2740 Grant Street, Concord, CA 94520

Urgent Care Centers

Brentwood Concord San Ramon Walnut Creek

Outpatient Centers

Brentwood Concord Rossmoor/Tice Valley Walnut Creek

Outpatient Surgery Centers

Aspen Surgery Center Brentwood Surgery Center

For more information about our locations and services, visit us online at **johnmuirhealth.com**.

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We are fulfilling our mission by focusing on the needs of our patients and the community

A MESSAGE FROM OUR PRESIDENT AND CEO

2014 was a year of tremendous growth and accomplishment for John Muir Health, as we continue evolving to meet the growing and changing needs of our patients and the communities we serve.

Our top priority will always be providing high-quality patient care, and I am very proud to report that last year John Muir Health again received numerous awards for quality from trusted organizations such as The Joint Commission, HealthGrades, *U.S. News & World Report*, the California Association of Physician Groups, Integrated Healthcare Association, the American Heart Association and many more. These awards provide third-party validation of the exceptional care and experience delivered by our physicians, nurses, staff and volunteers every day.

In order to expand our ability to serve more patients within and beyond Contra Costa County, in

January 2014 we opened our new Walnut Creek Outpatient Center which offers a wide range of care services in one convenient location. In collaboration with our partners at San Ramon Regional Medical Center, we plan to open a similar outpatient center in Pleasanton in 2015 for Tri-Valley residents. We have also developed a number of innovative partnerships with premier health organizations including UCSF Medical Center, Tenet Healthcare and Stanford Children's Health. These partnerships are creating more options for more patients to access the best possible care locally and throughout the Bay Area.

As a community-based, not-for-profit health system, we also believe that it is our responsibility to help create healthy communities in the areas we serve through our community benefit programs. In 2014, John Muir Health contributed more than \$101 million to improve the health and wellness of our communities. Approximately 91 percent of those dollars were specifically targeted at individuals and families who experience social and economic barriers to improving their health.

Of course, these accomplishments and so many more would not have been possible without our remarkably talented and dedicated physicians, nurses, staff and volunteers, as well as support from our community. We are fulfilling our mission in many ways by focusing on the needs of our patients and the community. I invite you to read more about our efforts in the following pages.

Sincerely,

Calvin (Cal) K. Knight

slin K. Knight

PRESIDENT AND CEO, JOHN MUIR HEALTH

Quality

AT JOHN MUIR HEALTH,

quality isn't just a goal or an attribute. It's deeply embedded in our culture as part of who we are and everything we do, from the most complicated surgeries and medical procedures, to assisting visitors who might need directions in our hallways. We take great pride in the many awards and accolades we

2014 MAGNET NURSE OF THE YEAR

received this past year, but we know that in order to remain ranked among the finest health care organizations in the country, it is essential for us to keep challenging ourselves and think every day about how we can continue to provide the best possible care and experience to our patients and the community. Wherever we find success, we know there is further opportunity to excel.



AWARDS AND RECOGNITIONS



U.S. News & World Report 2014 Top Hospital

The only non-academic medical centers in northern California to appear in the Top 50, John Muir Medical Center, Walnut Creek was listed at #2, and John Muir Medical Center, Concord was listed at #3 out of 46 hospitals in the San Francisco—Oakland area. Of the nearly 440 acute care hospitals ranked in California, our Walnut Creek and Concord facilities were listed at #10 and #12, respectively, at the state level.



Magnet® Recognition for Nursing

The American Nurses Credentialing Center (ANCC), a subsidiary of the American Nurses Association, has honored John Muir Health with Magnet® recognition status for excellence in nursing care at both hospitals. The Magnet Recognition Program® is the most prestigious distinction a health care organization can receive for nursing excellence and quality patient outcomes. John Muir Medical Center, Concord and John Muir Medical Center, Walnut Creek are two of only 26 hospitals in California and 414 worldwide to have Magnet® recognition status.



The Joint Commission's Gold Seal of Approval™

John Muir Health earned The Joint Commission's Gold Seal of Approval[™] for accreditation by demonstrating compliance with The Joint Commission's national standards for health care quality and safety in hospitals. This accreditation recognizes our dedication to continuous compliance with The Joint Commission's state-of-the-art standards. John Muir Health has also been awarded disease-specific recognition for its diabetes services.





The Joint Commission's Gold Seal of Approval™ for Certification as Primary Stroke Centers

John Muir Health's Concord and Walnut Creek medical centers earned The Joint Commission's Gold Seal of Approval[™] for certification as Primary Stroke Centers. By achieving certification as Primary Stroke Centers, we have proven our ability to provide effective, timely care to stroke victims, which can significantly improve outcomes for stroke patients.

Growth & Strength



OUTPATIENT CENTERS

In January 2014, we opened our newest Outpatient Center in Walnut Creek which serves as a central location for multiple health services, including primary care, pediatrics, lab services, medical imaging and urgent care. Having a range of services conveniently located under one roof enables patients to avoid multiple visits to different medical offices. It also facilitates superior coordination and communication of each patient's medical information, care needs and health objectives among our physicians and staff. We also have Outpatient Centers in Brentwood, Concord and Tice Valley/Rossmoor, with plans to open a Pleasanton location in 2015.

PARTNERSHIPS

Partnering with premier organizations allows us and our partners to combine the medical expertise, quality care and range of services of both organizations to provide even more patients across the Bay Area with greater access to high-quality services in more locations than ever before.



Through our partnership with San Ramon Regional Medical Center, we are working to expand and improve care, access and services for patients in the growing Tri-Valley area and surrounding communities. Together we are working to further develop San Ramon Regional Medical Center and future outpatient projects in the area, such as a new Pleasanton Outpatient Center, coming in 2015.

UCSF Medical Center

Together with UCSF Medical Center, we have formed a new development company that will enable us to collaborate on building new medical facilities and provide physicians and patients with new tools to improve coordination of care, with the ultimate goal of an enhanced patient experience. While both UCSF and John Muir Health remain independent, we are working together to form a regional network which, working with insurance companies, will provide patients from across the Bay Area and Northern California with a competitively priced option to access care, close to where they live or work. The network will include many of the Bay Area's most trusted and respected physicians and hospitals.



We have partnered with Stanford Children's Health to bring comprehensive children's specialty services closer to home for families in Contra Costa County and surrounding communities. Families can now access expert children's specialty care locally through John Muir Health, with convenient locations in Walnut Creek and Pleasant Hill. In 2015, we will open a new pediatric intensive care unit (PICU) at our Walnut Creek hospital to care for the most critically ill and injured children, from age 0 to 18. This pediatric inpatient hospital unit will be the first and only facility of its kind in Contra Costa County, offering critical care services for children in local and surrounding communities, including the treatment of a wide range of conditions, such as neurological disorders, scoliosis, diabetes and respiratory problems.

Community

FROM ITS EARLIEST

beginnings, John Muir Health's roots have been in the community. Both of our hospitals were founded by local nurses, physicians and residents who were committed to having top-quality medical care close to home.

Today, John Muir Health

this by listening to the needs of our community's residents, then responding with programs that provide access to quality health care. We're here for our patients, and we are committed to providing the best possible patient care to all of the residents in our communities.

remains an independent, locally governed, communitybased health system, and we believe that it is our responsibility to continue creating healthy communities in the areas we serve. We do Mobile Dental Clinic patient Zuleyma Placencia and her parents, Maricela and Salvador.

OUR COMMITMENT

In 2014, John Muir Health contributed more than \$101 million to improve the health and wellness of our communities. Approximately 91 percent of these dollars were specifically targeted at individuals and families who experience social and economic barriers to improving their health. In addition to addressing the immediate health care needs of diverse populations, we also provide health education and referrals in order to help patients manage and improve their health on a continuous and permanent basis.

ZULEYMA'S STORY

Zuleyma Placencia and her parents, Maricela and Salvador, have a special appreciation for the Mobile Dental Clinic, which celebrated its 10th anniversary in 2014. At age 9, Zuleyma had a severe need for dental treatment.. When she first presented at the clinic, she had 11 cavities. Her parents had neither dental insurance nor the means to pay for the extensive work she needed. After 10 months, and 13 visits to the clinic, Zuleyma 's teeth are now strong and healthy, and she was able to retain all of her natural teeth. According to her parents, before Zuleyma had her dental work, she was shy and didn't smile much due to her damaged teeth. Now, they report that she smiles a lot, and appears much happier and more self-confident. Zuleyma is just one of the thousands of children whom the Mobile Dental Clinic has helped over the past 10 years.

Communities

- Community Health
 Partnership Program
- John Muir/Mt. Diablo Community Health Fund
- Monument Impact

Adults

- Complex Community Care Coordination
- Every Woman Counts
- La Clínica Specialty Care Program
- Lung Cancer Screening Program
- Mobile Health Clinic
- Operation Access
- Putnam Clubhouse
- Respite Care Shelter for the Homeless
- Transforming Chronic Care Partnership

Youth

- Beyond Violence
- Car Seat Safety Program
- Community Nurse
- Healthy and Active Before 5
- Mobile Dental Clinic

Seniors

- Caring Hands Volunteer Caregivers
- Fall Prevention Program of Contra Costa County
- Monument Community Senior Services
- Senior Transportation Program

Learn more about our Community Benefit programs and download our 2014 Community Benefit Report at

johnmuirhealth.com/about-john-muir-health/community-commitment.

Philanthropy

John Muir Health Foundation

is an independent, 501(c)(3) nonprofit organization that raises and stewards charitable funds to support all patient care services, programs and facilities of John Muir Health.

In 2014, 2,523 donors generously contributed \$9.5 million in support of John Muir Health. This includes \$1.3 million for our new pediatric intensive care unit (PICU), Contra Costa County's first and only unit designed specifically to treat critically ill or injured children from ages 0 to 18.

On November 1, the Foundation held its first Celebrate John Muir Health! benefit gala, which raised close to \$900,000 in support of the PICU.

Impressed by the strong show of donor support, Budi Wiryawan, M.D., the unit's new medical director said, "It is both very exciting and gratifying to know that this community recognizes the importance of having a PICU here. This program is going to have a profound impact on very sick children and families who live in this area."





PHILANTHROPIC GIFTS IN SUPPORT OF JOHN MUIR HEALTH HELP US:

RESCUE stroke, heart attack and trauma victims by helping John Muir Health provide the best possible trauma and emergency care.

WELCOME 2,600 babies born at John Muir Health each year and provide highly specialized care for multiples, premature or critically ill infants.

EDUCATE youth, new parents, seniors and our community about health, safety, nutrition and wellness by funding free classes, programs and services.

PREVENT or minimize invasive treatments for cancer, diabetes, heart disease and other serious conditions with early-detection screenings and new, non-invasive surgical procedures.

DELIVER health care to communities in need via John Muir Health's Mobile Health Clinic and Mobile Dental Clinic.

BUILD the future by helping to fund clinical research, innovative technologies and breakthrough advances in medical procedures and treatments.

Give health

That's what you can do when you make a gift in support of John Muir Health.

Give life

by supporting our birth center, emergency services, cardiovascular services, cancer services, trauma center or any other program of your choice.

Give hope

by ensuring that patients, families and our community continue to receive high-quality, compassionate care—now and for generations to come.





2014 Financial Summary

IN 2014, we saw positive results from our operations and fundraising. As a community-based, not-for-profit and locally governed health care organization, John Muir Health remains true to its mission of improving the health of the communities we serve with quality and compassion. We continue to use our resources wisely by investing in our people, patients and programs, including the many health services that benefit our greater community.

Where Our Income Came From	2014 (in thousands)	2013 (in thousands)	Change
Patients, Insurance Companies, Medicare and MediCal	\$1,314,432	\$1,295,513	\$18,919
Less: Services Provided to Patients Who Could Not Pay	(44,764)	(71,016)	26,252
From Other Health-Related Services, Including Foundation Fundraising	220,914	231,571	(10,657)
Total Operating Income	1,490,582	1,456,068	
Where It Went			
Salaries and Benefits	725,691	714,308	11,383
Paid to Others Who Provide Goods and Services for Patient Care	506,163	460,402	45,761
Depreciation	75,416	62,177	13,239
Interest Paid on Borrowed Funds	22,723	18,363	4,360
Other	93,701	96,998	(3,297)
Total Operating Expenses	1,423,694	1,352,248	
Funds Remaining to Be Used for Future Programs and Services	66,888	103,820	



















2014 Donor Honor Roll





On the cover: Rob and Danielle Salinas, with sons Cruz, age 3, and Jackson, age 2. Both boys were admitted to John Muir Health's neonatal intensive care unit (NICU), which addresses the special needs of premature or ill babies. Cruz was born at 33 weeks, weighing 3.9 pounds. Jackson arrived after 30 weeks, weighing only 2.3 pounds. "We never imagined we would go through a NICU journey – not once, but twice!" says Danielle. "The doctors, nurses and staff were so attentive to our babies and to us as well. The love and care they showed us during such a stressful time made all the difference. John Muir Health is an amazing organization, and we truly appreciate the care they provide!"

JOHN MUIR HEALTH FOUNDATION

John Muir Health Foundation is an independent, 501 (c)(3) nonprofit organization that raises and stewards charitable funds to support all patient care services, programs and facilities of John Muir Health. Today's increasing demand for high-quality, innovative care continues to create patient and program needs that philanthropic gifts can readily support.

As a community-based, not-for-profit health care organization, John Muir Health invests all revenue back into its health services and into the local community. Philanthropic gifts provide essential funding for lifesaving medical equipment, advances in technology, clinical research, educational programs and health services for underserved populations in our community.

Since its establishment in 1979, John Muir Health Foundation has raised approximately \$143 million, with 96 percent of gifts made by generous individual donors.



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Thank you for your generous support of John Muir Health in 2014

CHAIRMAN'S MESSAGE

In 2014, 2,523 donors contributed an impressive \$9.5 million to support important John Muir Health initiatives, such as the new Outpatient Center in Walnut Creek and our new pediatric intensive care unit (PICU), the first and only one of its kind in Contra Costa County. Philanthropic gifts continued to enhance patient care services in cardiology, oncology, orthopedics, neuroscience and many other important areas. Also, the health and wellness of our community was improved through vital programs such as John Muir Health's Mobile Dental

and Mobile Health Clinics.

John Muir Health Foundation had the pleasure of hosting a number of special events to thank and recognize donors, including our annual Donor Appreciation Dinner and annual Legacy Brunch. Our 2014 Award of Distinction event honored physicians Kathryn Bennett, M.D., Henry Fourcade, M.D., and board member Guy Henshaw for outstanding John Muir Health leadership, service and philanthropy.

On November 1, a remarkable year culminated in a remarkable event, our premiere Celebrate John Muir Health! gala. Close to 600 guests contributed nearly \$900,000 that evening as part of a total \$1.3 million raised in 2014 for John Muir Health's PICU.

Thank you to all of the donors recognized in this Donor Honor Roll for appreciating the importance of having quality health care in our community, and for demonstrating exceptionally generous support for John Muir Health in 2014.

Sincerely,

David D. Woodworth CHAIRMAN, BOARD OF DIRECTORS JOHN MUIR HEALTH FOUNDATION



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Donors who have given \$10,000 or more cumulatively

\$5,000,000 or more

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The William G. Irwin Charity Foundation
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\$49,999 - \$25,000

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The Women's Philanthropic Circle (the Circle) began in 2002 with 33 members. Members contribute \$1,000 each year and the Circle continues to grow, resulting in \$83,000 raised last year. The Circle's gifts are pooled together and the members vote as to how their combined funds will be allocated. Items funded by the Circle include highly specialized medical equipment, exciting new technologies and capital projects.

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John Muir Health employees are generous by nature. In addition to the dedication they demonstrate on the job to ensuring quality patient care, many John Muir Health employees also choose to donate monetarily to the Employee Annual Care & Giving Fund in support of John Muir Health. For 2014, employees designated \$43,000, half of their collective annual contributions, to help fund the new pediatric intensive care unit (PICU) and \$43,000 to support nursing education programs.

Thank you to the following employees who participated in the Employee Annual Care & Giving Fund program in 2014.

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CELEBRATE JOHN MUIR HEALTH! 2014 GALA SPONSORS AND DONORS



Last year, our inaugural Celebrate John Muir Health! gala on November 1 raised \$887,000 in support of John Muir Health's new pediatric intensive care unit (PICU), the first and only unit in Contra Costa County with capabilities to specifically treat critically ill or injured children from ages 0 to 18.

We gratefully acknowledge the generous sponsors, donors and partners listed below who helped make Celebrate John Muir Health! a tremendous success in 2014.

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The event's main fundraising activity, "Make a Difference," invites guests to contribute by raising their event bidder paddles at certain gift amounts. Thanks to the generosity of the donors listed below, more than \$200,000 was raised during "Make A Difference" at last year's benefit gala.

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