



Report to the Community

FOR THE FISCAL YEAR 2022



MARSHALL
MEDICAL CENTER

It's about you

LETTER TO THE COMMUNITY



Marshall's mission is "to improve the health of our community and offer health services of superior value and quality, centered on the goals and needs of our patients. We strive to deliver service that exceeds our patients' expectations."

In fiscal year 2022, Marshall focused on and made great strides on quality measures aimed at improving our patients' health and preventing illness. We set and achieved goals for annual wellness visits, colorectal, and breast cancer screenings, making sure patients obtained the screenings indicated for their age and health condition. In fact, Marshall's data puts us within the top 10% of all hospitals for breast cancer screening. Our healthcare providers also surpassed goals for managing diabetic patients, another important measure for community health.

Marshall measures hospital readmission rates, with an objective to make sure patients are discharged with instructions and support to heal safely at home. Our care teams met their target to lower readmission rates, which means patients are experiencing better outcomes.

Marshall Medical Center has accumulated multiple recognitions from public health agencies, watchdog groups and organizations that gather quality and patient safety data. When compared to other hospitals big and small, rural and urban, Marshall's data stands above. This is because our staff, providers and leaders relentlessly pursue excellence. We understand how important it is for our community to have high-quality care close to home.

The list of recognitions on pages 7 and 8 of this report demonstrate dedication and continuously

prioritizing quality healthcare and patient safety. Even during the challenges of the pandemic and wildfires we held high standards. Congratulations to all who play a role in patient care at Marshall. We are so thankful and proud.

This annual report is a summary highlight of Marshall Medical Center's fiscal year 2022. In the following pages you will find:

- **Volunteer and community giving** (pages 4-5)
- **Living Our Vision** (page 6)
- **National recognition for excellence** (pages 7-8)
- **Cancer Care** (page 9)
- **Marshall Foundation for Community Health report** (pages 10-11)
- **Our financial commitment to the community** (page 12)
- **A touching patient story** (page 13)
- **Completed and upcoming projects** (page 14-15).

Looking back at the year brings pride and a sense of accomplishment that we are indeed fulfilling our mission, and not only surpassing our patients' expectations, but our own.



Siri Nelson
*President and
Chief Executive Officer*



George Nielsen
*Chair, Marshall Hospital
Board of Directors*

Marshall Medical Center proudly serves the western slope of El Dorado County. Our mission is to improve the health of our community and offer health services of superior value and quality, centered on the goals and needs of our patients. We strive to deliver service that exceeds our patients' expectations.

OUR VISION: We are a cohesive healthcare team that partners in delivering exceptional quality, access, and value in all we do.

STRATEGIC PLAN AND DIRECTION:

Marshall's multi-year strategic plan emphasizes the achievement of top decile clinical, operating and financial performance, the alignment of medical group and enterprise vision, enhancing Marshall's presence and competitive position in Western El Dorado County, and the retention of our valuable workforce.

Four Pillars Uphold the Overarching Goals:



QUALITY



PEOPLE



COMMUNITY
HEALTH



FINANCIAL
STEWARDSHIP

Volunteers

In 2022, more than **2,395 VOLUNTEER HOURS** were provided by **35 COMMUNITY VOLUNTEERS**. They assisted in 30 areas, including the hospital, business offices, and outpatient clinical departments. Volunteers also supported community events such as Affair of the Heart and Gold Country 5K sponsored by Marshall Medical Center.



2,395 VOLUNTEER HOURS provided by adult and junior Marshall Volunteer Services members.



Marshall Medical Center awarded **\$5,000 IN SCHOLARSHIPS** to area high school graduates to assist them in pursuing careers in healthcare.



Cancer Center drivers provided **130 RIDES** to and from appointments.



In 2022, the Marshall Hospital Auxiliary provided **\$50,000** to the hospital

7,380 volunteer hours were provided by members of the Marshall Hospital Auxiliary

AUXILIARY

Members of the Marshall Auxiliary continued to assist at the hospital by screening patients and visitors and staffing the Information Desks. Auxiliary members also manage the clothing donations for Emergency Department patients who sometimes need clothing upon discharge. In 2022, the Auxiliary donated \$50,000 to Marshall from fundraising efforts and Gift Shop sales. Auxiliary members served a total of 7,380 volunteer hours in the year.

Marshall Hospital Auxiliary

President – Norma Wilson

1st Vice President – Linda Militello

2nd Vice President – Scott Taylor

Secretary – Leona Van Pelt

Treasurer – Jo Ann Creel



HOLIDAY GIVING

Through the generosity of Marshall staff and providers, **95 food boxes** were distributed to area families for the holidays. In addition, **\$1,600 in gift cards** were provided to organizations and families in need.

Continued benevolence provided **109 people with hundreds of Christmas gifts**. In 2022, Marshall worked with the El Dorado Community Health Center, CASA, and The Center to identify and support community members with needs.



Living Our Vision



LIVING OUR VISION

In the spring of 2022, Marshall Medical Center was poised and ready to emerge from the challenges of the past two years. The COVID-19 pandemic and the Caldor Fire tried our resilience and forced us to

become not just innovative and efficient, but compassionate and selfless.

Recognizing our workforce itself needed healing, Marshall Medical Center’s leadership set aside time for staff and providers to pause, reset, and reconnect to our purpose. Through a series of half-day retreats called “Living Our Vision,” groups of healthcare professionals gathered with the intention to improve their mindset and wellbeing.

In late 2020, Marshall introduced a new vision statement: “We are a cohesive healthcare team that partners in delivering exceptional quality, access and value in all we do.” At the retreat, facilitators worked with staff and providers to explore how to apply the vision to their work and truly live it out. The goal was to come away with a renewed sense of self and connection to the good work healthcare workers do every day and their noble role in caring for our community, no matter their job title.



Through the Living Our Vision events, Marshall staff and providers were acknowledged for their hard work and validated in their experiences. What’s more, they are supported in their work and respected for their contributions to the Marshall ecosystem.

The Marshall Ecosystem represents an interlocking weave, joined together in purpose and supporting each other seamlessly. With the patient in the center, the ecosystem is made up of all departments and roles, upholding the patient. The ecosystem exists within our vision statement.

Marshall Medical Center continuously improves so that it becomes an ecosystem that is seamless and connected, where all parts of the system work together in support of each piece as well as the whole. When we all live the vision, Marshall becomes a place where healthcare is transformed.

A Personal Note:

I want to lead Marshall Medical Center into a bright future. I believe as we accomplish all of this together, we will truly create a space that heals not only patients, but will heal us all. Our community will regard us as a trusted partner in their healthcare and they feel safe and confident in us. By working toward our goals, we will continue to build trust with each other and create deeper safety within ourselves. We will find our work fulfilling and feel a sense of prosperity for all, because our core values are aligned with each other. We can be happy knowing that we are living our values. I believe that Marshall Medical Center will be the leader in healthcare that truly matters, demonstrating that a caring and organized system can exist.

SIRI NELSON, President & CEO, Marshall Medical Center

Heroes in Healthcare

The annual Heroes in Healthcare program acknowledges Marshall staff and providers who have shown extraordinary dedication to the wellbeing of



others. Of 40 nominations, Kari Herbert, substance abuse navigator in the Emergency Department, was selected as the 2022 recipient. “Kari professionally and fiercely advocates for our most vulnerable patients. She provides the support and education they need on their path forward,” stated her nomination. Whether it’s holding a hand and taking a knee to meet a patient in crisis eye to eye, digging through bins of shoes to ensure they are discharged with footwear, or taking late night calls to help patients navigate pharmacy issues, our patients have better health outcomes thanks to Kari’s complete dedication to her job.

Nationally Recognized for Excellence

One of the most important measures for hospitals is quality of care. All hospitals track and measure data not just for accountability, but also as a measure to improve upon. It is not only interesting to see how Marshall's data compares to other hospitals but is especially gratifying when we rank so highly among other hospitals in the state and in the nation. In 2022, Marshall accomplished the following:

Breast Cancer Screening - Marshall set and surpassed its 2022 breast cancer screening goal, making the top 10% of all healthcare organizations in the nation for breast cancer screening.

The American Heart Association awarded Marshall the Get with The Guidelines Quality Achievement Award, including: Stroke Gold Plus, Stroke Honor Roll-Elite, and Type 2 Diabetes Honor Roll.

Marshall Hospital is one of only nine hospitals in the state that have achieved placement on all three **Cal Hospital Compare Honor Rolls**:

MATERNITY HONOR ROLL – awarded for hitting a statewide target for low-risk c-sections.

OPIOID CARE HONOR ROLL – awarded for progress addressing the opioid epidemic.

PATIENT SAFETY HONOR ROLL – awarded for higher patient safety performance.

The Lown Institute has given Marshall Medical Center A grades for:

VALUE – for avoiding overuse and for cost efficiency.

OUTCOMES – for clinical care, safety, and satisfaction.

SOCIAL RESPONSIBILITY – reflects performance across health equity, value, and outcomes.

U.S. NEWS & World Report – Marshall Medical Center is among the elite 36% of hospitals nationwide that earned an award in the areas of Stroke, Hip Fractures, COPD, and Pneumonia. U.S. News generates hospital rankings by evaluating data on nearly 5,000 hospitals.

Money & The Leapfrog Group – Top hospital in Patient Safety and Quality Care.

Leapfrog Group – Straight A's for safety, four times in a row: Fall 2020, Spring 2021, Fall 2021 and Spring 2022.

Chartis Center named Marshall one of the Top 100 Rural and Community Hospitals in the nation for high performance on hospital operations and finance.

AWARDS



Nationally Recognized for Excellence



U.S. NEWS & WORLD REPORT

Best Hospitals 2022-23,
High Performing for COPD,
Pneumonia, Stroke and Hip Fracture



MONEY AND THE LEAPFROG GROUP

Named Top Hospital in Patient
Safety and Quality Care



LOWN INSTITUTE HOSPITALS INDEX

A Grades for Social Responsibility,
Patient Outcomes, Value of Care,
Clinical Outcomes, Patient Safety,
and Cost Efficiency



LEAPFROG HOSPITAL SAFETY GRADE

Recognized for straight A's for
safety, four times in a row: Fall 2020;
Spring 2021; Fall 2021; Spring 2022



LEAPFROG TOP HOSPITAL

Recognized for commitment to
patient safety and quality 2021



AMERICAN HEART ASSOCIATION / AMERICAN STROKE ASSOCIATION

- Stroke Gold Plus 2022
- Target: Stroke Honor Roll-Elite 2022
- Target: Type 2 Diabetes Honor Roll 2022



BETA HEALTHCARE GROUP Quest for Zero

- Excellence in OB Tier 2
(2019, 2020, 2021, 2022)



AMERICAN COLLEGE OF EMERGENCY PHYSICIANS' E-QUAL HONOR ROLL

Recognized for both top
performance and most
improvement in certain measures
(2019, 2020, 2021)



CAL HOSPITAL COMPARE HONOR ROLL

- Maternity Care Honor Roll 2022
- Opioid Care 2020, 2021, 2022
- Patient Safety 2019, 2020, 2022



BABY FRIENDLY CERTIFIED SINCE 2015

By the World Health Organization and
UNICEF for Breastfeeding Advocacy



AMERICAN DIABETES ASSOCIATION

Since 2009, Marshall Diabetes
and Nutrition Education has been
recognized for Diabetes Self-
Management Education and Support



COMMISSION ON CANCER ACCREDITATION

Accredited since 2005, quality
measures address survival
and quality of life



JOINT COMMISSION

Certificate of Distinction for
Advanced Certification as a Primary
Stroke Center (2013, 2015, 2017,
2020, 2021)





Cancer Affiliation

Marshall Medical Center and UC Davis Health established an affiliation for cancer services that allows Marshall patients access to the renowned UC Davis Comprehensive Cancer Center through the UC Davis Health Cancer Care Network. Leading-edge cancer care is available at the “Marshall Cancer Center, a UC Davis Health Affiliate” located in Cameron Park and expands exceptional cancer care to more residents of El Dorado County.

Through the affiliation, Marshall oncologists work directly with UC Davis oncologists to ensure the most current diagnostic and treatment options are available to patients, who also have access to the latest cancer clinical trials only available through large academic research centers like UC Davis Health.



2022 Cancer Program

Provided transportation for **130 patients** to oncology appointments

Provided **276 patients** with gas cards to assist with transportation

Provided an orientation class for **104 new patients** to help them feel prepared for their treatment at the Marshall Cancer Center

Facilitated no-cost mammograms for **42 patients** (through the Janet Nachtman Fund at the Marshall Foundation for Community Health)

Served approximately **370 patients** with various services provided by the Cancer Resource Center

Expanding Access to Care



Marshall welcomed the following new providers in 2022:

- 3** Family Medicine Providers
- 3** General Surgeons
- 4** Family Medicine Providers
- 2** Gastroenterologists
- 1** Pediatrician
- 1** Orthopedic Physician Assistant



Marshall Foundation

for Community Health

For more information about the Marshall Foundation for Community Health, visit marshallfound.org.

In 2022, the Marshall Foundation for Community Health ended the fiscal year with

\$4,092,104
in assets



During the year, the Foundation received

\$538,045
in gifts from
443 donors

The Foundation granted

\$360,400

to Marshall Medical Center and non-profit organizations of the Western Slope.



The Honor a Nurse campaign provided \$12,000 in scholarships

to nine nursing students who are employees of Marshall Medical Center and are at various levels in their educational pursuit of the registered nurse credential and beyond.

The 39th Annual Bob West Drive for Marshall netted **\$108,245**

Special thanks to sponsors Union Bank, WINN Foundation, Carter-Kelly, and Shingle Springs Health and Wellness Center.





The Fund-a-Need program at the annual golf tournament exceeded goals, with \$26,000 raised for a high-tech training manikin for the Education Department. The new manikin is computer driven, can be hooked up to heart monitors and defibrillators, and can simulate different illness and emergency scenarios. It can be changed to male or female, exhibits different symptoms, and reacts to the medical care given. For example, if its program is running a cardiac-based event and the wrong medication is given, its blood pressure will respond or its heart-rate would change. It also simulates gastrointestinal sounds and symptoms, breathing rates, pulses, and more.

Grants were funded to the following organizations and Marshall Departments:

- **Camino Community Action Committee**
National Night Out
- **CASA El Dorado**
Court Appointed Special Advocates Training Program
- **El Dorado County Federated Church**
Imagine Your Resilience Training for Disaster Recovery
- **El Dorado County Fire District**
El Dorado County Fire Peer Support Program
- **City of Placerville**
Adult Lap Swim Program
- **Marshall Birth Center**
Baby Friendly Certification Fee
- **Marshall Cancer Services**
Patient Transportation
- **Marshall CARES**
Patient Transportation
- **Marshall Emergency Department**
EMS Appreciation Week
- **Marshall Emergency Department**
Stop the Bleed Program
- **Marshall Pediatrics**
For the purchase of Jaundice Meters
- **Marshall Primary Care**
For the purchase RetinaVue Retinal Cameras
- **Placerville Police Department**
National Night Out

Marshall Foundation for Community Health Board of Trustees

OFFICERS

- Chair** – Christa Campbell
- Vice Chair** – Tim Cordero
- Secretary** – Debi Harlow
- Immediate Past President** – Andrea Howard
- Executive Director** – Mindy Danovaro
- President & CEO, Marshall Medical Center** – Siri Nelson

TRUSTEES

- Laurel Brent-Bumb, Board Development Chair
- Stephanie Carlson
- David Cooke
- Tom Cumpston, Grants Chair
- Doug Hawkins, RN
- Sol Nisbet
- Jenny Pettit
- Rashmi Ramasubbaiah, MD
- Kim Stoll
- Tracy Wilson



2022 Financial Commitment to Our Community

Marshall's priority continues to be the health and wellbeing of the residents of El Dorado County, providing care for all those who come through our doors.



In 2022, hospital and physician care was provided free or at discounted rates for **34,020** eligible low-income, uninsured or under-insured persons

at a net benefit to the community of **\$73,664,345**.

Through community-related services, **8,354 persons** were assisted through community building, health improvement and education at a cost of

\$3,548,716

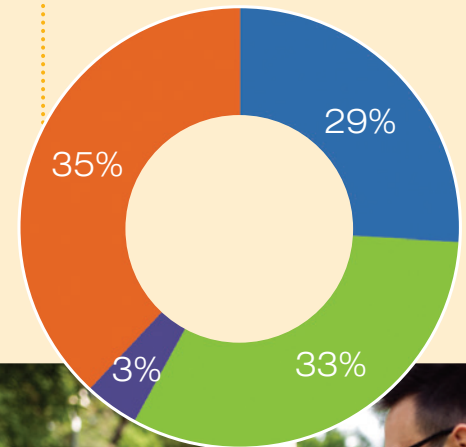
to Marshall Medical Center.



50,093

Patients Served

- 35%** Medicare patients
- 33%** Private Insurance
- 29%** Medi-Cal patients
- 3%** No Financial Sponsor



Grateful, Patient Gives Back

“Do you believe in angels?” asked Marilyn Schmidt, her blue eyes sparkling at the thought. “I’ve come to know a lot of angels,” she continued. Self-sufficient at 92 years of age, she is spritely, active, and enjoys spending time with her tightknit community of neighbors. Her tribe has gotten just a little bit bigger lately, including caregivers from Marshall’s Community Care Network (CCN). About five years ago, Marilyn fractured 10 vertebrae trying to move a heavy appliance by herself. Though she gets around ok, the injury has had lasting effects.

Dr. Pete Barba has been Marilyn’s doctor for the past 16 years. “He’s not just a doctor, but a friend. Dr. Barba realized I did not have as much support as he desired for me, so he put me in touch with the Marshall Hospital-funded Community Care Network. Immediately more angels entered my life,” explained Marilyn.

The CCN team arranged home visits, facilitated treatments, a pharmacist reviewed her medication, and a specialist worked with Marilyn regarding health goals and her care plan. “Everybody I have met at CCN is so special. They are interested in my wellbeing. They call weekly to ask if I’m ok and if there is anything I need,” she continued, “These are the kind of people I want in my life. I’ve been blessed with the most caring assistance in all aspects of my health care. I want to give back all that I have been given. Community Care Network will be remembered in my trust for compassionate never-ending care,” Marilyn shared.

She reached for a piece of paper to read aloud the definition of philanthropy, “The love of humankind. Devotion to human welfare.” Content, Marilyn concluded, “You help the people who help you. My heartfelt thanks to outstanding professionals who will be my friends forever.”

“I’ve been blessed with the most caring assistance in all aspects of my health care.”





BY THE NUMBERS

206,626
Physician Clinic Visits

147,995
Outpatient Visits
& Procedures

28,018
Emergency
Department Visits

18,550
Inpatient Days

15,753
Rural Health
Clinic Visits

13,903
Home Health Visits

4,080
Inpatient & Outpatient
Surgeries

381
Newborns



MARSHALL PROJECTS:

Specialty Pharmacy



Marshall’s specialty pharmacy offers an in-house option for specialty medications with the quality and personalized service people come to expect from Marshall Medical Center. Its dedicated pharmacist will streamline the provider and patient experience, including completing prior authorizations, and facilitating medication financial assistance for patients.

Battery Backup Project

Using a grant funded by PG&E, Marshall Medical Center has contracted with Tesla to install a battery storage system for the 1095 Marshall Way building, which houses

Marshall Family Medicine, OBGYN, General Surgery, Cardiology, Pulmonology and Wound Care. The system provides short-term battery backup to the location, which does not have an emergency generator. Paired with solar panels, it also creates opportunities for cost savings and environmental benefits. Using a technique known as “peak shaving,” energy is stored in the system during lower demand off-peak hours, then used during peak hours when demand is highest, and the price is more expensive.

Funds to install the system were granted to Tesla by PG&E, valued at \$884,000 for the 1095 Marshall Way location. Another battery system to support the hospital is currently under review by the Office of Statewide Health Planning and Development (OSHPD). The grant provided by PG&E to Tesla for the hospital project is valued at \$2,972,000.

Cardiac Rehabilitation Center

Marshall’s Cardiac Services relocated to a new space at 1000 Fowler Way, Placerville. The new location allows 15-20 patients per class, more than double the previous capacity of eight. The square footage increased from about 1,500 square feet to 3,500 square feet and includes a multipurpose room for education and a demonstration kitchen for cooking classes.



Cafeteria and Kitchen

Construction is completed on the new kitchen and cafeteria at Marshall Hospital. The \$13M project was funded in part by donations from staff and providers and is expected to open in late 2023, pending state licensing.

The new facility, located on the basement level of the South Wing, is triple the size of the current space, with plentiful indoor and outdoor seating. Hot food stations include a pizza oven, saute station, and grill. There will also be a wide variety of grab and go options such as pre-made salads and sandwiches, as well as a salad bar.

Hospital South Wing CT Scanner

A new CT was installed at the hospital's South Wing, improving care and service to patients. The new unit solves downtime issues while increasing patient throughput. The upgraded unit also has a higher weight limit, accommodating patients up to 650 lbs., as well as advanced radiation dose management, meaning lower exposure to the patient.

Cancer Center Compounding Suite

Upgraded to meet new requirements for safety, the Cancer Center's compounding suite includes an improved HVAC system to create negative pressure in the hazardous storage room and compounding room. Pressure-equalized pass throughs from the sterile IV rooms were built, and new compounding hoods were installed. These safety measures will protect staff and minimize exposure to hazardous medications.



El Dorado Hills Building Purchase

Marshall Medical Center announced it is in contract to purchase a building formerly owned by Blue Shield in El Dorado Hills Town Center West. Marshall expects to close escrow on 4201 Town Center Blvd., a 50,000-square-foot structure, in the summer of 2023. At close, Marshall will start tenant improvements to transform the current office building into a clinic, with plans to move its existing El Dorado Hills medical clinic in the summer of 2024.

The move will allow Marshall to expand to more than five times its current footprint on the first floor of the new building and will allow the possibility for more medical services in the El Dorado Hills and Folsom communities. The new building's location near HWY 50 also gives Marshall a more central location and excellent visibility.

MARSHALL MEDICAL CENTER BOARD OF DIRECTORS

Chair – George Nielsen

Vice Chair – Jon Haugaard

Secretary/Treasurer – Tom Cumpston

President & CEO – Siri Nelson

Chief of Staff – Sean Anderson, MD

Gerardo Galang, MD

Anna Blair, RN

Tom Chandler

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Alexis Long, MD

Ed Manansala, Ed.D.

Christeen Reeg

Kim Stoll

Brian Veerkamp

2022 BOARD EMERITUS

Jim Abercrombie

Anne Platt

ABOUT MARSHALL MEDICAL CENTER

Marshall Medical Center is an independent, nonprofit community healthcare provider located in the heart of the Sierra Foothills. Marshall Medical Center includes Marshall Hospital, a fully accredited acute care facility with 111 beds in Placerville; several outpatient facilities in Cameron Park, El Dorado Hills, Placerville and Georgetown; and many community health and education programs. Marshall has over 220 licensed practitioners and over 1,400 employees providing quality healthcare services to over 180,000 residents of El Dorado County.

OUR MISSION

Marshall Medical Center proudly serves the Western slope of El Dorado County. Our mission is to improve the health of our community and offer health services of superior value and quality, centered on the goals and needs of our patients. We strive to deliver service that exceeds our patients' expectations.

MARSHALL MEDICAL CENTER

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MARSHALL
MEDICAL CENTER

It's about you