Report to the Community
FOR THE FISCAL YEAR 2022
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.
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.
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.

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

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.
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.

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
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.
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

U.S. NEWS & WORLD REPORT
Best Hospitals 2022-23,
High Performing for COPD,
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JOINT COMMISSION
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

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

Provided 276 patients with gas cards to assist with transportation

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

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

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**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
FINANCIAL STEWARDSHIP

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

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<td>Hospital and Physician Care</td>
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<tr>
<td>Community Services</td>
<td><strong>8,354</strong></td>
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<td>Total</td>
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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 tight-knit 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

BY THE NUMBERS

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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.
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.

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.

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