

Report to the Community

FOR THE FISCAL YEAR 2023



Caring.
Connecting.
Elevating.



Letter to Our Community

Marshall is different. We were founded 65 years ago by the community, for the community. Our neighbors raised the funds to build the original 30-bed hospital and donated the land we stand on. Today, we are proudly one of the state's few independent, locally governed healthcare systems. We remain committed to creating a community where everyone can attain their highest desired state of health and well-being.

We work to honor that history and commitment every day. In 2023, Marshall focused on strategic quality measures aimed at improving our patients' health and preventing illness. Our teams set, and surpassed, goals in the areas of annual wellness visits and colorectal cancer screenings, helping patients obtain the screenings indicated for their age and health condition. Our diabetes management program exceeded its goal, ensuring that more than 76% of patients achieved an A1C of less than 8%, working to successfully manage their disease. Marshall likewise met its goals for reducing hospital readmission rates, improving its overall operating margin, and increasing our growth and patient visits in Western El Dorado County. These measures, and the work of each of our employees and providers, helped Marshall to achieve national recognition for the quality of our care.

As you will read in the coming pages, we are taking bold steps to ensure that Marshall remains at the forefront of care in our region and is able to provide you with an excellent experience well into the future. Through our new School of Medical Assisting, in partnership with the El Dorado County Office of Education, we are utilizing our best-in-practice professionals to train the next generation of caregivers. We are significantly expanding our presence in El Dorado Hills with a new facility at Town Center West to best serve this growing area of our county and we have invested in training for every one of our employees to elevate the Marshall experience for not only our patients, but also our colleagues.

Finally, to bring all these efforts into focus, and to help transition the perception of Marshall from a humble foothills gem into a nationally recognized center of excellence, we have undertaken a bold rebranding campaign. This campaign highlights our providers, our care teams, and our life-changing programs throughout the county.

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



SIRI NELSON
*President and Chief
Executive Officer*



JON HAUGAARD
*Chair, Marshall Hospital
Board of Directors*

Honoring Our Past. Celebrating Our Future.

In early 2024, after more than a year of planning and strategic development, Marshall unveiled a comprehensive rebranding campaign, designed to highlight its deep commitment to quality community-based care. The campaign focuses on Marshall's exceptional services and highlights its best-in-practice providers.

The rebranding honors Marshall's fiercely independent identity and celebrates its future as a healthcare leader in the region. Rolling out through signage, billboards, bus shelters, and advertising, the campaign reflects Marshall's key strength: our ability to be nimble and to adjust to the needs of our area's residents quickly and strategically in a way that larger organizations cannot.



Resilient

Resilient: The Marshall Medical Story is a feature-length documentary highlighting complex and inspiring stories of care. Filmed entirely on location at Marshall's hospital and clinics, the documentary profiles providers and patients as they navigate life's most difficult ... and joyous moments. *Resilient* honors the indomitable spirit of the healthcare providers who have just experienced some of the most challenging and emotionally taxing years of their careers and celebrates the courageous spirit of the patients who step through Marshall's doors on some of their hardest days.



MARSHALL-RESILIENT.ORG

“Our patients receive an extraordinary standard of care at Marshall. It is the same or better than they would find in any large city. The difference is that Marshall was built by and for our community, meaning that we can care for El Dorado County like no one else. For too long Marshall has been a quiet gem tucked away in the hills, but that ends now. It is time for our patients, our staff, and our community to recognize and celebrate the extraordinary commitment to quality care Marshall provides to every person, every time. Our rebranding isn't just a new logo on a building. It represents a promise to an elevated experience and to exceptional care delivered here, in the heart of our community.”

SIRI NELSON,
MARSHALL'S PRESIDENT AND CEO





Mission

Marshall 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.

Just Cause

Marshall commits to creating a community where everyone can attain their highest desired state of health and well-being.

Strategic Plan and Direction

Marshall's multiyear 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.

Teaming Up for Care

Marshall has seen Placerville resident Eric Wickstrom through his illnesses and operations for nearly all of his 62 years. So, in 2023, when a new and more serious health journey began, Eric knew exactly where he needed to be.

On a December Sunday, Eric told his wife, Tracy, that they needed to go to the emergency room. What had begun days earlier as a stabbing pain when he coughed, had become something more. He was coughing up blood.

News came quickly in the emergency room ... Eric had pneumonia, water around his lungs ... and cancer. He spent four days on antibiotics, with fluid being drained from his chest, before he was strong enough for a cancer biopsy.

For the first meeting with his oncologist, Eric was surrounded by family. “Dr. Checchi was up-front and honest,” Eric recalls. “He said, ‘You have small cell lung cancer. It’s not going to go away, and you will always have it, but we’re going to help you deal with it.’ From that moment on, he has been the most fabulous doctor I’ve ever met.”

Although the last six months have seen Eric face multiple bouts of pneumonia, radiology, and two different courses of chemotherapy, he remains upbeat and grateful. Thanks to his Marshall team, his “charge nurse” Tracy, and El Dorado Disposal, his employer of 27 years, Eric is supported and doing well.

Although a recent CT scan revealed that a lymph node lying across his lung had caused a clot, it also revealed that his cancer was not growing and is, in fact, starting to subside. Eric and Tracy are quick to praise the team in Marshall’s Cancer Center, from Tim Garcia-Jay, Director of Cancer Services, to Jackie Petrey, his infusion nurse, and Rita Miyasato, his pharmacist.

“The quality of treatment we’ve been provided,” comments Eric, “... despite what I have, it’s enjoyable to go to the cancer center because of this team.”

“That’s what’s good about having a facility where everyone works well together,” adds Tracy.





Training the Next Generation

In January 2024, Marshall, in partnership with the El Dorado County Office of Education (EDCOE), opened its new School of Medical Assisting on its Cameron Park campus. The school is training highly skilled medical assistants who will go on to improve the overall healthcare provided to community members in El Dorado and surrounding counties, while creating life-changing career pathways for both employees and employers in the area.

Medical assistants are core members of the patient care team, ensuring that patients have what they need before, during, and after medical appointments. They partner closely with medical providers and develop trusted relationships with patients. Following the pandemic, hiring for these positions has been a challenge across the healthcare industry. According to the US Bureau of Labor Statistics, an estimated 104,400 openings for medical assistants are projected each year, on average, between 2020 and 2030.

"Creating a program of this kind has been a dream of mine," says Jonathan Russell, Marshall's Chief Ambulatory Officer. "I contacted Dr. Ed Manansala, El Dorado County Superintendent of Schools, and we were able to put the wheels in motion. We are aligned in our mission and our two organizations have partnered in the adoption and development of the program's curriculum and have brought together our unique assets to create a remarkable program for our community."

EDCOE provides administrative oversight for the program and employs the school's full-time and part-time instructional positions while also securing critical funding and financial aid opportunities for students. Marshall, in addition to contributing a fully equipped location for the school, provides a wide variety of valuable externship opportunities for students. Marshall's highly trained staff members serve as guest instructors throughout the program.

The school is open to students from any county. The closest similar programs are in Placer and Sacramento counties and can be difficult to access for El Dorado County residents. The addition of practical training opportunities located in close proximity further differentiates this program from others.



Expanding Access to Care

Marshall welcomed the following new permanent providers in FY 2023:

OB/GYN 3

FAMILY MEDICINE 2

CERTIFIED NURSE MIDWIFE 2

**CLINICALLY ASSISTED RECOVERY
AND EDUCATION SERVICES 1**

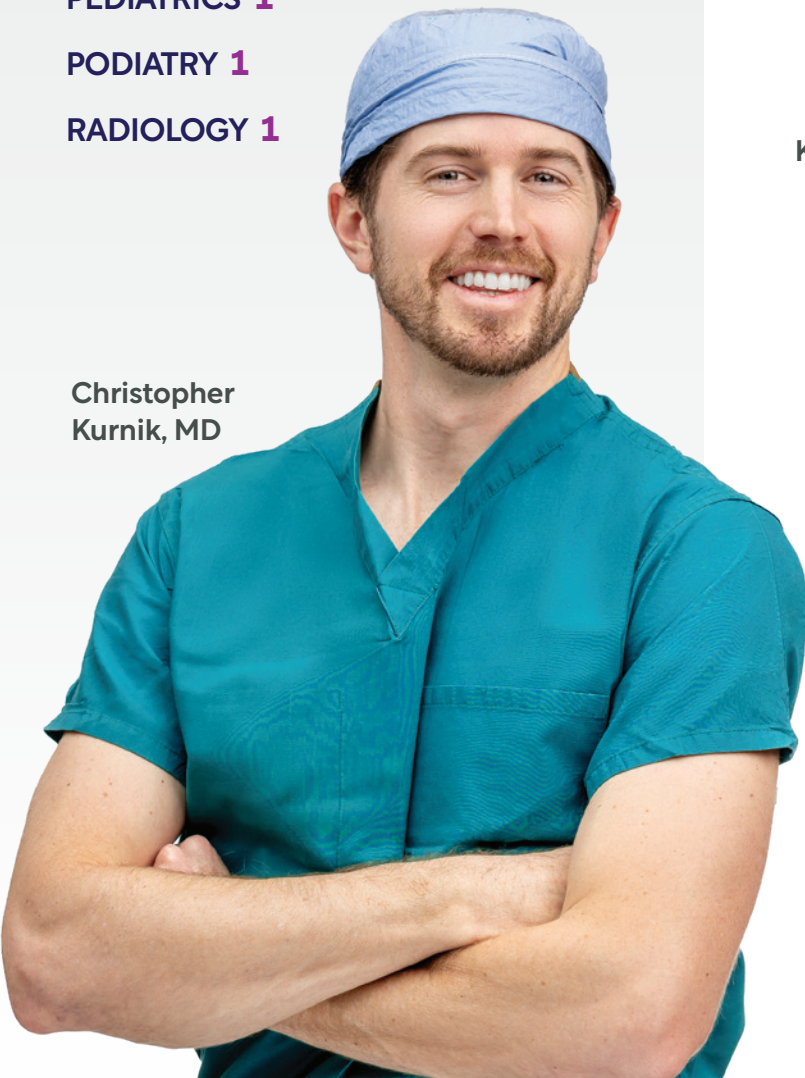
INTERNAL MEDICINE 1

ORTHOPEDICS 1

PEDIATRICS 1

PODIATRY 1

RADIOLOGY 1



Christopher
Kurnik, MD



Rebecca Barlow, CNM



Mark Lobaugh, MD



Arianna Campbell, PA



Jane Maloney, MD



Kimberly George, CNM



Evan Moser, MD



Sarah Husted, FNP



Nigah Patel, FNP



Parneet Kaur, MD



Sabrina Turner, FNP

Not pictured,
Paula Akin
and Jye-Ping Tu

Nationally Recognized for Excellence



CALIFORNIA DEPARTMENT OF PUBLIC HEALTH

Silver Award for Antimicrobial Stewardship Honor Roll, Healthcare-Associated Infections Program 2023



U.S. NEWS & WORLD REPORT

- Best Hospitals 2023-24
- High Performing for Pneumonia and Stroke



CHARTIS

Rural and Community Top 100 Hospital 2023



LOWN INSTITUTE HOSPITALS INDEX

A Grades for Social Responsibility, Patient Outcomes, Value of Care, Clinical Outcomes, Pay Equity, and Avoiding Overuse



AMERICAN HEART ASSOCIATION/AMERICAN STROKE ASSOCIATION

- Stroke Gold Plus 2023
Target: Stroke Honor Roll-Elite 2023
Target: Type 2 Diabetes Honor Roll 2023
- Rural Bronze Stroke 2023



BETA HEALTHCARE GROUP Quest for Zero

- Excellence in OB Tier 2, 2019, 2020, 2021, 2022, 2023
- Excellence in ED Tier 2, 2023



CAL HOSPITAL COMPARE HONOR ROLL

- Maternity Care Honor Roll 2022
- Opioid Care 2020, 2021, 2022, 2023
- Excellent Progress in Opioid Care 2023
- Patient Safety 2019, 2020, 2022, 2023



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



BABY-FRIENDLY CERTIFIED SINCE 2015

By the World Health Organization and UNICEF for Breastfeeding Advocacy



AMERICAN ASSOCIATION OF CARDIOVASCULAR AND PULMONARY REHABILITATION

AACVPR Program Accredited 2023



JOINT COMMISSION

Certification as a Primary Stroke Center 2013, 2015, 2017, 2020, 2021, 2023

A Continuum of Care



As an elected member of the El Dorado County Fire Protection District's Board of Directors, Paul Gilchrest could not have imagined he would experience firsthand the results of the policies he helped put into action.

Late last year, however, Paul noticed that he

was “running out of gas” when golfing and was experiencing light pain and pressure after eating. Just before New Year’s, while on vacation with his wife, he became concerned enough to visit a doctor who told him it might be his gallbladder. Paul scheduled a gallbladder test at Marshall within weeks.

On the day of the test, Paul returned home and was having a cup of chicken soup when the results came back. His gallbladder was fine — so why was he in so much discomfort? Paul knew he needed to get help.

When the responding paramedics took his blood pressure, it was 190/110 and he was showing signs of cardiac distress. Paul was transported by ambulance to Marshall’s emergency department where it was confirmed that he was having a heart attack. An angiogram the following day revealed four blocked arteries. Marshall cardiologist Scott Vasconcellos, MD scheduled Paul for an immediate quadruple bypass at Sutter.

After successful surgery and ten days in the hospital, Paul returned home. Close to family and to the elected position and work he treasures, Paul is completing his cardiac rehabilitation program at Marshall. With just a few rehab sessions remaining,



“Never in my life did I believe I would experience in practice the connection and the full continuum of care...”

he is looking forward to getting back on his bicycle and back to life at full pace.

“Never in my life did I believe I would experience in practice the connection and the full continuum of care,” Paul notes. “From the first responders — the paramedic ambulance operator program that I provided policy input on and voted to have El Dorado County Fire implement, to urgent treatment locally at Marshall, to being transferred for specialized care, and then returning to my own community for rehabilitation and ultimately getting my heart in better shape than it was before. That level of care and connection is significant and critical.”

Expanding Care to Serve You

Marshall is significantly expanding its presence in El Dorado Hills to better care for the area's residents. It is a proactive move to meet the needs of the thriving community that saw a more than 180% increase in population between 2000 and 2020, with no signs of slowing.

"Marshall recognized the growth potential of El Dorado Hills early on," says Siri Nelson, Marshall's President and CEO. "In 2005, we began leasing clinic space in the business park, extending our network of care to embrace the area's residents. We are excited now to strategically expand our presence to further enhance the variety of medical services we provide to the community as it evolves."

“Our dedication to the health of our community through our partnership with Marshall enabled us to move quickly to support this project.”

Marshall has purchased a 49,000-square-foot building at 4201 Town Center Boulevard, the former Blue Shield site, located across Latrobe Boulevard from the El Dorado Hills Town Center. Its size and proximity to the heart of the community will allow for a robust, state-of-the-art facility and increased convenience for patients. The multimillion-dollar expansion received early support from the Marshall Foundation for Community Health.

"Our dedication to the health of our community through our partnership with Marshall enabled us to move quickly to support this project," says Mindy Danovaro, foundation Executive Director. "In May of 2023, our board of trustees approved a \$1 million grant, the largest in our foundation's history, to support the expansion project."



This Spring, sledgehammers in hand, members of Marshall's executive team, board members, and community leaders formally commenced demolition in the new facility. This marked the first phase of the project, currently scheduled for a Winter 2024-2025 opening.



Services currently housed in the existing El Dorado Hills clinic (including family medicine, orthopedics & sports medicine, physical therapy, and laboratory services) will move to the new location. The El Dorado Hills Healthcare Advisory Committee, comprising area leaders, is assisting hospital administration by providing input on the services to be offered, focusing on the patient experience and the delivery of care.

Connecting Passion and Purpose

The launch of Marshall's new branding represents a commitment to delivering an elevated experience for our patients, staff, and providers. It is our promise of a superior experience for our community.

Every person. Every time.

Before we could make that promise, however, we needed to reaffirm our teams' connection between our commitment and their work. So, at the start of this year, every one of our more than 1,000 employees – from nursing and technicians to finance and food service – attended a half-day “Elevating the Marshall Experience” session. Designed by a cross-function team of leadership and employees, these sessions outlined the ways in which Marshall excels, the opportunities for future growth and success, and the important steps we must undertake together to reach them.

It was essential to make this investment in our people and to equip them with the tools they need to deliver on our brand promise. We wanted to ensure that every employee shares the same values and standards of care for our interactions with our patients and each other. If we are to elevate our



care at Marshall, we must place our patients and our colleagues at the heart of what we do, with respect and empathy as the pillars of that work.

The sessions provided an opportunity to refocus, to strengthen teams, and to reaffirm what is truly important: that each of our employees knows that the work we do every day genuinely impacts the lives of those in our community. Our patients – friends, family, neighbors – trust us in their most vulnerable times.

Together we are setting a new, and elevated, standard of care at Marshall.





Connected Care at Home

In late 2023, Marshall, in partnership with UC Davis Health, announced plans for a pilot program in the community of Georgetown to learn how utilizing home-based healthcare technology can help older adults and people with disabilities live healthier, more independent lives and better manage their health conditions at home. The program is made possible by a \$175,000 grant from Sacramento-based AKT Development.

“Our Georgetown residents experience many of the same healthcare disparities seen across the country with rural populations and older residents in particular,” says Dr. Martin Entwistle, Marshall’s Associate Chief Medical Officer and Vice President of Population Health and Ancillary Services. “While the use of this type of technology has been implemented successfully in other communities and patient populations, Marshall can expand the use of technology to better support individual health needs specific to the Georgetown community – which can also help advance the health of older adults in many other communities in our region and nationwide.”

The project aims to equip providers, patients, caregivers, and lawmakers with tangible data that supports using technology to better manage health disparities for residents including chronic disease, issues with mobility, and other socioeconomic barriers to care.

“It is wonderful to see this exciting pilot program in Georgetown,” says Lori Parlin, County Supervisor for the district. “Residents often say that they want to stay in their existing home to live out their golden years and this type of technology could assist those with medical needs to do just that: age in place.”

Participants in the program will be supported by way of check-ins with a Marshall provider to help keep on track with health goals and to address other needs such as timely medication refills, appointment reminders, and help with transportation. The program will make use of technology capable of direct two-way dialogue between provider and patient that can help collect other useful information such as activity, appetite, and pain measurements.

Elevating our Understanding of Dementia

In the heart of El Dorado County, the Marshall Foundation for Community Health is orchestrating a transformative initiative focused on enhancing dementia education and awareness. This impactful program teaches the community, caregivers, and frontline workers how to engage with people living with dementia in a compassionate and meaningful way. This is all made possible by a generous donation from Bill Faulkner, a longtime resident of El Dorado County.

“A few years back my sister developed Lewy Body Dementia,” notes Faulkner. “When someone you know or someone in your family has dementia you find that your interaction with that person is different from what you are used to. If you become the caregiver, you need to know what resources

are available to you so you can effectively care for them. I was blessed to find a person who informed me of the resources that were available. I learned what my sister needed and how I could successfully interact with her. Marshall and the Marshall Foundation for Community Health, through the Dementia Education and Support Endowment, are now working on gathering those resources, training staff, and working with local groups so they can guide people through the process of interacting with people who have dementia.”

“Witnessing the benefits of my contributions in action is a profound experience. Knowing that I am making a difference in the lives of those affected by dementia is truly rewarding.”



Inspired by his personal connection to dementia through his sister’s struggle with Lewy Body Dementia, Faulkner made a significant contribution to the Marshall Foundation. His generosity has allowed the foundation to host public events featuring renowned experts like Laura Wayman, known as the “Dementia Whisperer.” As an accomplished author and dementia care expert, Wayman imparts practical tips to families and caregivers, guiding them through the challenges of caring for loved ones with dementia. Her presence ensures that valuable knowledge is shared, fostering a compassionate and informed community.

Reflecting on the rewards of giving to Marshall, Faulkner shares, “Witnessing the benefits of my contributions in action is a profound experience. Knowing that I am making a difference in the lives of those affected by dementia is truly rewarding.”



Watch a brief video from the 2023 Understanding Dementia Care event



Elevating Care Through Donor Engagement

In 2023, the Marshall Foundation for Community Health ended the fiscal year with **\$3,419,330** in assets.



During the year, the Foundation received **\$747,948.70** in gifts from **698 donors**.



The Foundation granted **\$1,103,073** to Marshall and nonprofit organizations of the Western Slope.



The Honor a Nurse campaign provided **\$20,000** in scholarships to **9 nursing students** who are employees of Marshall and are at various levels in their educational pursuit of the registered nurse credential and beyond.



The 40th Annual Bob West Drive for Marshall netted **\$147,327**. Special thanks to sponsors WINN Foundation, Carter-Kelly, Inc., EPIC Brokers, and Shingle Springs Health and Wellness Center.



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



Elevating Impact

Grants from the Marshall Foundation for Community Health were funded to the following organizations and Marshall Departments.

Marshall

- **ASHP's Medication History-Taking Certification**
Education for pharmacy employees
- **C.diff Testing Kits**
- **CHATT Program**
Heart failure management program
- **Critical Care Nursing Education**
Education for Marshall ICU nurses
- **Drager Jaundice Meter for Divide Wellness**
- **Fall Prevention Day**
Community education and training
- **Marshall Birth Center**
Baby-Friendly Certification fee
- **Marshall Emergency Department**
EMS Appreciation Week
- **Marshall Expansion in El Dorado Hills**
- **Phototherapy for Jaundiced Infants**
- **Stop the Bleed Program**
Community education and training
- **Wall Murals for Exam Rooms in the Pediatric Clinic**
Helps children relax with the physicians and clinicians

Community Grants

- **ACCEL Program**
- **CASA Volunteer Training**
For adults to work with foster youth
- **Health Career Academy**
Funding for EDHS Academy Program
- **IFAK Tactical Gear**
First aid gear for police officers
- **Lap Swim Program**
Adult exercise program in the community
- **Mother Teresa Maternity Home**
Provides care and shelter for pregnant women
- **National Night Out 2023 - Camino**
- **National Night Out 2023 - Placerville**
- **SAFE-D of El Dorado County, Inc.**
Fall prevention equipment and supplies for low-income residents and seniors
- **Hands for Hope**
Youth making a difference

Marshall Auxiliary

Members of the Marshall Auxiliary assist by screening patients and visitors and staffing the hospital's information desks. Auxiliary members also manage the clothing donations for Emergency Department patients who sometimes need clothing upon discharge.

In 2023, the Marshall Hospital Auxiliary generously provided **\$5,000** to the hospital. The Auxiliary's **35 members** volunteered **5,681 hours** in service to Marshall and our patients.



2024 Auxiliary Officers:

President **Scott Taylor**
1st Vice President **Linda Grimoldi**
2nd Vice President **Lou Seligman**
Secretary **Leona Van Pelt**
Treasurer **Norma Wilson**

Holiday Giving

Through the generosity of Marshall's staff, providers, and volunteers, **91 food boxes** were distributed to area families for the holidays and **51 gift cards** were dispersed, allowing families to purchase items for members who have allergies, and to purchase perishable items and gas. This year, in partnership with Marshall's Community Care Network, nearly **60 bags of items** were collected to be handed out to the vulnerable populations they serve.

Marshall's Angel Tree program brought employees, providers, and volunteers together to select all **103 tags** on our two trees, ensuring that every individual and family received gifts this year.



Volunteers

Marshall's volunteers impact our patients, our staff, and our community, whether it is greeting patients when they enter one of our buildings, visiting patients with dogs, bringing around our book cart, restocking rooms in the emergency department, providing comfort to patients and their families, transporting our cancer patients, or dressing as Marshall Mouse.

Last year, Marshall's 40 Community and Junior Volunteers provided **3,169 hours of service** to our patients and our community.

Cancer Patient Transportation Program

Operated through Marshall's Cancer Resource Center, the transportation program provides roundtrip rides to oncology-related appointments for ambulatory cancer patients who lack their own vehicle and/or are unable to drive themselves. The Cancer Patient Transportation Program maintains a fleet of volunteer drivers from the community who are screened and trained through Marshall's Volunteer Services Department. In the last year, volunteer drivers provided **64 rides**.

In a county with limited public transportation, lack of access can have a significant impact on the outcomes for our cancer patients. This program makes it possible to sustain our mission to serve some of the most vulnerable people in our community when they need it most by ensuring access to specialized care.??

MEGAN BUCHANAN, CANCER PROGRAM COORDINATOR

Inside Marshall



The Future of Care

In consultation with the Marshall Foundation for Community Health and hospital medical directors, medical group presidents, and our Chief of Staff, Marshall has entered into an agreement with the University of the Pacific to serve as a clinical rotation site for physician assistant (PA) students. Twenty-four physicians and advanced practice providers stepped forward with their interest in educating and mentoring the next generation of physician assistants.

The skills and experience that the PA students obtain through working with our medical staff provide the foundation for a career of learning and compassionate service. Our preceptors facilitate a hands-on experience in patient assessment and care with gradual assumption of increasing responsibility by the students. Supervised students take an active role in obtaining histories, performing physical examinations, interpreting diagnostic tests, making diagnoses, developing treatment plans, and providing patient education.

Marshall Pulmonary Rehab

In late 2023, the California Department of Public Health approved the addition of Pulmonary Rehabilitation to Marshall's Cardiac Rehab programs. Marshall is proud to offer this program to our community as the next closest Pulmonary Rehab is almost 45 minutes away.

Patients in Marshall's Pulmonary Rehab program receive a combination of exercise and educational programming, including nutrition for lung disease, breath retraining techniques, energy conservation, medication management, and more. The aim is to equip each patient with the tools and knowledge necessary for effective disease management and improved quality of life. The program is expected to serve 100-125 patients per year.

On Tuesday, March 12, in conjunction with National Pulmonary Rehabilitation Week, Marshall celebrated the graduation of its first pulmonary rehab class.

"I did not know how bad I was. I was probably getting in 30 steps per day. Immediately after exercising, my mental energy came back first. It's like, 'Oh hey, I want to get this stuff done ... I have to do this.' To say it was an awakening is an honest statement. I was dying, literally dying. I'm not running a marathon but I'm doing things. It may take me longer than I want it to take but I finish it because mentally, I can't wait to do it."

MARSHALL PATIENT



Inside Marshall

Marshall By the Numbers

209,485

Physician Clinic Visits

153,755

Outpatient Visits
and Procedures

30,731

Emergency
Department Visits

16,683

Inpatient Days

18,809

Rural Health Clinic Visits

13,667

Home Health Visits

3,229

Inpatient and
Outpatient Surgeries

404

Newborns



Community Care Network

Marshall's Community Care Network was developed to assist people with their healthcare coordination and management. During the week, Shannon Maguire-Estrada, BSN, RN, PHN, CCM, Marshall's Care Manager and Outreach Coordinator for Vulnerable Populations, can be found at five different locations, meeting people where they are.

In her role since late 2022, Shannon has scheduled weekly times at the El Dorado County Navigation Center (our county's brick and mortar shelter), the Upper Room, Placerville Library Hub, Georgetown Library Hub, and Green Valley Church. She meets people in parking lots, parks, wherever she can offer case management services. She helps them to navigate the healthcare system whether they are unsheltered or not. She works with them to get established with a medical provider.

On any given day, Shannon can do wound checks, blood pressure checks, medication and health education, and triage. Shannon has formed strong bonds with county entities and works regularly with the Tahoe Coalition for the Homeless and Housing El Dorado.

Inside Marshall



2023 Financial Commitment to Our Community

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

In 2023, hospital and physician care was provided free or at discounted rates for **35,118** eligible low-income, uninsured, or underinsured persons at a net benefit to the community of **\$81,851,313**.

Through community-related services, **12,721** persons were assisted through community building, health improvement, and education at a cost of **\$3,269,682** to Marshall.

Patients Served: 51,414

Medicare: 35%

Private: 32%

Medi-Cal: 30%

No Financial Sponsor: 3%

Marshall Board of Directors

Chair **Jon Haugaard**

Vice Chair **Tom Cumpston**

Secretary/Treasurer **John Knight**

President & CEO **Siri Nelson**

Chief of Staff **Sean Anderson, MD**

Immediate Past Chair **George Nielsen**

Gerardo Galang, MD

Anna Blair, RN

Andrea Howard

Alexis Long, MD

Mike Pervis

Christeen Reeg

Kim Stoll

Brian Veerkamp

2023 BOARD EMERITUS

Tom Chandler

Ed Manansala

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Marshall Medical Center is an independent, nonprofit community healthcare provider located in the heart of the Sierra Foothills. Marshall 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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