

**FROM CRISIS TO CARE.**  
*Marshall is here for you.*



## 2026 Report to the Community

INCLUDING FY2025 FINANCIALS



[MARSHALLMEDICAL.ORG](https://MARSHALLMEDICAL.ORG)

## 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.

## Vision

A world where everyone can achieve their highest-desired state of health and well-being.

## Strategic Plan and Direction

Marshall's multiyear strategic plan is built on three Strategic Anchors:

**PEOPLE FIRST:** Lead with our hearts, fostering an environment where everyone feels seen, heard, and cared about;

**EXCELLENCE:** Relentless pursuit of perfection driven by a commitment to quality, integrity, and continuous improvement; and

**PURPOSEFUL EVOLUTION:** Embracing intentional change and driving innovation.

# Letter to Our Community

We are proud to share with you our 2026 Annual Report to the Community and to extend our sincere gratitude for the trust you place in Marshall. **Every day, our providers and staff arrive to work with a singular commitment and purpose: to serve our community with professionalism, compassion, and excellence in the moments that matter.**

For nearly seven decades, Marshall has been more than its brick and mortar — we are a trusted partner and a treasured neighbor. We are the familiar faces you see at community parades and festivals, and the ones who comfort and care for you in everything from routine tests and office appointments to life-changing — and life-saving — interventions.

When our first responders roll out to 9-1-1 calls throughout the county, approximately 80 percent of the time it is for medical emergencies, including accidents, injuries, heart attacks and strokes. As the only emergency room in El Dorado County west of Echo Summit, Marshall's Level Three trauma center in Placerville is a vital part of our community's public safety infrastructure.

There are other moments that matter, however. Joy at the birth of a new family member, the diagnosis and treatment of a feared condition, empowered comebacks from devastating injury, and difficult goodbyes. In every moment, Marshall stands beside you.

We know that the trust you place in us today and tomorrow is rooted in all that we've been through together. As destructive and deadly wildfires and a global pandemic tested our community, Marshall was here for you. We did what we train to do—we adapted and responded quickly, cared for the vulnerable both in and out of our traditional facilities, and kept our doors and our programs open to all who needed us.

## That commitment is unchanged.

At the same time, however, Marshall faces the same complex financial realities that challenge healthcare institutions nationwide, especially rural and independent systems like ours. Marshall is not immune to these pressures, but we are committed to meeting them with transparency, resiliency, and a practical focus on long-term service and sustainability.

As you will read on the following pages, our dedicated teams are navigating these challenges with innovation and planning. We believe passionately that growth and optimism, rather than fear and program cuts, are how we can best honor our commitment and continue to earn your trust.

## Thank you for the opportunity to serve.



**MARTIN ENTWISTLE, M.B.,  
Ch.B., FRCSEd**  
*Chief Executive Officer (Interim)*



**TOM CUMPSTON**  
*Chair, Marshall Hospital  
Board of Directors*

# Nationally Recognized for Excellence



## FORBES

Recognized for healthcare quality measures that assess patient outcomes, hospital best practices, value, and patient experience.



## AMERICAN COLLEGE OF EMERGENCY PHYSICIANS

Recognizes hospitals nationally that meet evidence-based best practices for providing specialized emergency care to older adults.



## AMERICAN CANCER SOCIETY NATIONAL COLORECTAL CANCER ROUNDTABLE

National Achievement Award 2025 Honoree



## THE LEAPFROG GROUP

'A' Hospital Safety Grade from The Leapfrog Group, a national recognition for commitment to patient safety



Honored for full transparency on evidence-based, nationally standardized patient safety and quality measures



## LOWN INSTITUTE HOSPITALS INDEX

A Grades for Value of Care and Avoiding Overuse



## AMERICAN HEART ASSOCIATION/AMERICAN STROKE ASSOCIATION

- Stroke Gold Plus 2025, 2026  
Target: Stroke Honor Roll-Elite 2025, 2026  
Target: Type 2 Diabetes Honor Roll 2025, 2026
- Rural Gold Stroke 2025, 2026



## BETA HEALTHCARE GROUP Quest for Zero

- Excellence in OB Tier 2, 2019, 2020, 2021, 2022, 2023, 2024, 2025
- Excellence in ED Tier 2, 2023, 2024, 2025



## CAP ACCREDITED

Recognized for rigorous and robust standards, CAP accreditation elevates quality and mitigates risk, an important way that laboratories can contribute to improved patient outcomes.



## CAL HOSPITAL COMPARE HONOR ROLL

- Highest level of performance leading Substance Use Disorder Care 2024, 2025
- Opioid Care 2020, 2021, 2022, 2023, 2024
- Patient Safety 2019, 2020, 2022, 2023, 2024



## 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, 2025



## INSTITUTE FOR HEALTHCARE IMPROVEMENT

Led by The John A. Hartford Foundation and the Institute for Healthcare Improvement, in partnership with the American Hospital Association, and the Catholic Health Association of the United States



# Expanding Access to Care

*Marshall welcomes the following new providers to care for you:*

## **DIVIDE WELLNESS CENTER**

Debra Boardman-Cheevers, FNP

## **MARSHALL ANESTHESIA**

Nathan Heacock, CRNA

## **MARSHALL CARDIOLOGY**

Adil Hassan, MD  
Lue Lao, MD  
Shasta Stephens, FNP

## **MARSHALL CARES**

Loni Jay, MD

## **MARSHALL EMERGENCY**

Jacob Danoff, MD  
Christopher Henry, MD  
Alvaro Hidalgo, MD  
Gary Polsfuss, MD  
Ellen Shank, MD  
Daniel Tupy, MD  
Patricia Wong, MD

## **MARSHALL ENT AND HEARING CENTER**

Brian Baumgartner, MD  
Naomi Vega, AuD



PREETI CHHETRI, FNP

## **MARSHALL FAMILY MEDICINE**

Pritee Chhetri, FNP  
Jennifer Commins, FNP  
Emma Edmond, PA-C  
Jewel George, FNP  
Rouminder Kaur, DO  
Toya Kuchena, GNP  
Devinder Kumar, MD  
Marisa Neeley, PA-C  
Aryon Nielsen, PA-C  
Countrney Soto, FNP  
Nushrat Ullah, MD

## **MARSHALL GASTROENTEROLOGY**

Elisa Reynolds, FNP

## **MARSHALL HEMATOLOGY AND ONCOLOGY**

Jennifer Aldred, FNP  
Deepthi Busayavalasa, MD  
Ellen Chuang, MD

## **MARSHALL OB/GYN**

Joy Cooper, MD  
Edward Denious, MD  
Megan Galloway, CNM  
Kerry-Ann Kelly, MD  
Yusria Malik, MD  
Lillian Morris, MD



DEVINDER KUMAR, MD

## **MARSHALL ORTHOPEDICS**

Joseph Blumberg, PA-C  
William Ip, MD  
Hari Mitra, MD  
Catherine Nyquist, PA-C  
Patrick Osgood, MD  
Savannah Snook, PA

## **MARSHALL PEDIATRICS**

Connor Corcoran, MD

## **MARSHALL PULMONOLOGY**

Ashish Tikotekar, MD

## **MARSHALL SIERRA PRIMARY MEDICINE**

Angela Boeshans, FNP  
Noemi Jubaer, MD

# Population Health Focus

More Hispanic and Spanish-speaking community members in El Dorado County are connecting with critical health services thanks to Marshall’s expanded outreach and community partnerships in 2025. Overall Hispanic patient engagement rose from 5.9 percent to 6.6 percent, reflecting continued progress in reducing disparities in access to care. Participation by Hispanic patients in Marshall’s CARES (Clinically Assisted Recovery and Education Services) substance use treatment services increased 21.3 percent this year, while emergency department consultations with substance use navigators rose 45.7 percent, reflecting expanded outreach and early intervention efforts.



These programs were supported through the federal Substance Abuse and Mental Health Services Administration-funded El Dorado Connected program, which helps improve access to prevention, treatment, and recovery services for Spanish-speaking residents on the county’s Western Slope. Marshall’s outreach expanded through local

partnerships, culturally responsive support, and participation in community events. Marshall participated in the creation and launch of Raíces Comunes (“Common Roots”), a new Spanish-language website connecting residents with health and social services, and team members provided regular in-person support at Art on Center, helping community members navigate available resources and referrals.

Making this work possible were surveys and assessments to better understand community barriers, with key findings highlighting insurance gaps, affordability, language barriers, and limited access to services outside of standard work hours. In response, Marshall has strengthened collaboration across community partners, hospital departments, and with the Patient-Centered Home and Readmissions groups to support health equity initiatives, improve care coordination and advance health equity infrastructure through alignment with regulatory requirements, including data tracking, and reporting.



*These and other population health initiatives are conducted in alignment with and response to Marshall’s 2025 Community Health Needs Assessment, a data-driven process used to identify and prioritize a community’s health needs, required of all nonprofit hospitals every three years.*

## Marshall By the Numbers

232,721  
Physician Clinic Visits

162,898  
Outpatient Visits  
and Procedures

38,175  
Emergency  
Department Visits

17,758  
Inpatient Days

21,859  
Rural Health Clinic Visits

14,190  
Home Health Visits

3,786  
Inpatient and  
Outpatient Surgeries

355  
Newborns



# 2025 Financial Commitment to Our Community

Marshall’s focus remains on the health and well-being of the communities we serve, delivering an elevated care experience for every patient, every time.

In 2025, hospital and physician care was provided free or at discounted rates for **36,698** eligible low-income, uninsured or underinsured persons at a net benefit to the community of **\$73,758,904**.

Through community-related services, **43,256** persons were assisted through community building, health improvement and education at a cost of **\$5,175,360** to Marshall Medical Center.

Patients Served: 53,038

Medicare: 34%

Private: 35%

Medi-Cal: 27%

No Financial Sponsor: 4%

# UNIQUELY POSITIONED

*to Make a Difference*



As a rural trauma center, Marshall is uniquely positioned to make a difference during the most critical moments of a patient's life.



**On any day in rural El Dorado County, life can change in a moment.**

A vehicle collision on Highway 50, a fall from a ladder, a motorcycle crash on a winding mountain road, or a cardiac emergency miles from the nearest services can quickly become a race against time.

For Wendy Reagan, RN, MICN, Marshall's Trauma Program Manager, that reality drives her work every day.

"As a rural trauma center, Marshall is uniquely positioned to make a difference during the most critical moments of a patient's life," Reagan said. "When someone suffers a serious injury, every minute matters. Our role is to ensure that from the moment first responders arrive on scene until the patient leaves our care, there is a coordinated system working seamlessly on their behalf."

Marshall serves as the region's primary base hospital and emergency department (ED). Last year, the ED cared for more than 38,000 patients, making it an essential healthcare resource for residents and visitors throughout the county.

**Marshall is designated as a Level Three Trauma Center by El Dorado County Emergency Medical Services Agency, and verified by the American College of Surgeons, Committee on Trauma (ACS COT).** Verification involves a thorough onsite review by national trauma experts and includes evaluation of the facility's regional role, availability of physical and health human resources, policies, patient care protocols and the hospital's quality improvement processes. Critically, patients cared for in ACS-verified trauma centers, like Marshall's, have a lower risk of death and an improved quality of life compared with patients in nonverified centers.

Verified trauma programs must participate in regional disaster management plans and exercises. Marshall's program is built on a close partnership with local first responders. Firefighters, paramedics, emergency medical technicians, law enforcement officers, and hospital teams train together, communicate continuously, and rely on one another when emergencies occur.

That collaboration is especially important given that nearly 80 percent of local 9-1-1 calls are medical emergencies that often require transport to the nearest emergency department — Marshall.

As an ACS-verified trauma center, Marshall is also designated as a Surgical Quality Partner, reflecting the hospital's proven record of adhering to the most rigorous standards in surgical quality—to minimize complications, improve outcomes, and save lives.

Reagan understands the challenges faced by emergency responders because she is one herself. In addition to leading Marshall's trauma program, she is certified as a Mobile Intensive Care Nurse (MICN) and provides instruction for both MICN and EMT certifications, helping prepare the next generation of emergency care professionals.

"Trauma care is truly a community effort," she said. "The strength of our program comes from the relationships we've built with first responders across the region. Together, we provide patients and families with expert care when they need it most, often on the worst day of their lives."

In a region where distance and geography can create unique challenges, Marshall's trauma services stand ready 24 hours a day—bringing advanced emergency care, expert coordination, and hope to thousands of patients every year.

# READY WHEN IT MATTERS MOST

## *Marshall is Here for Our Community*

**In the moments that matter — when minutes determine your day's outcome — Marshall is here for you. With more than 1,400 dedicated professionals on staff, we are ready to care for you 24 hours a day, seven days a week.**

In rural communities like ours, preparation is one of the most important tools we have to protect lives in the event of disaster and emergency. At Marshall, our staff trains extensively to respond to accidents, disasters, and large-scale emergencies that could affect the residents of El Dorado County and the surrounding region. Through national training, specialized response teams, equipment and supplies, and regular drills with community partners and first responders, Marshall has built a comprehensive approach to ensure our readiness.

Every member of Marshall's staff completes annual training tailored to their job role, including job-specific competencies, security and patient privacy, fire response, workplace violence prevention and response, and other emergency procedures to ensure a safe environment for patients, colleagues, and visitors.

Some, however, participate in advanced leadership training at the Center for Domestic Preparedness, or CDP, a training facility in Anniston, Alabama, operated by FEMA and the Department of Homeland Security, or DHS. The CDP houses the nation's only hospital facility dedicated exclusively to training health care and public

health professionals in disaster preparedness and response. Eight of Marshall's senior leaders have attended the weeklong advanced leadership training programs to date, with more expected to participate this year.

Four additional members of our staff received training at the CDP to become certified by FEMA and DHS to train Marshall personnel to respond to chemical, biological, radiological, nuclear, explosive and toxic industrial chemical incidents as part of the Hospital Emergency Response Team, or HERT. Marshall's HERT team consists of more than 25 multidisciplinary staff members, including environmental services, materials management, nurses, technicians, and clinical staff. After initial three-day training, HERT team members participate in one or two refresher trainings annually as well as hospital disaster exercises. Members may be called upon at any time, whether on shift or from home, to respond to actual emergencies involving decontamination, hazardous materials or mass casualties.

To support these teams and to be prepared to deploy into the community, if necessary, Marshall maintains specialized emergency equipment and mobile response trailers. This equipment provides capabilities for decontamination, medical support for shelters and relocation sites, and additional bed capacity. Two recently acquired generator and light tower trailers allow responders to quickly establish power and emergency lighting during a disaster.



**Through rigorous training, continual preparation, and community partnerships, Marshall works to ensure that when disaster strikes—and minutes matter—our teams are ready to respond quickly and effectively**

Training and readiness are reinforced through regular on-site drills. Each year, Marshall conducts multiple exercises, including a full-scale response drill that brings together regional partners such as the fire department, law enforcement, emergency medical services, or EMS, communication, and transportation services. Smaller “tabletop” drills throughout the year focus on specific incident

and response scenarios, including emergency department triage during mass casualty events and on-site incidents.

Through rigorous training, continual preparation, and community partnerships, Marshall works to ensure that when disaster strikes—and minutes matter—our teams are ready to respond quickly and effectively.



## Innovation Powering Comebacks for the Moments That Matter

According to the Christopher and Dana Reeve Foundation, it is estimated that 300,000 individuals in the United States are survivors of polio. Diane Marchesi is one, having contracted the virus at the age of three. After being fitted for a brace and undergoing several surgeries, she says her life went “pretty well” until three years ago. That is when she developed post-polio syndrome, a neurological condition which, decades after the initial illness, can cause slowly progressive muscle weakness, intense fatigue, muscle and joint pain, and atrophy.

At Marshall, Diane found the care she needed in late 2025 in the form of the ZeroG 3D robotic rehabilitation system. The first of its kind in use west of Salt Lake City, the ZeroG rehabilitation system is an innovative robotic therapy device which utilizes a dynamic overhead harness to support patients, enabling them to practice walking, balance, mobility and daily tasks safely, in a large 3D space with unmatched freedom of movement. It is a significant advancement in rehabilitation and recovery from stroke, brain and spinal cord injury, orthopedic issues, and neurological conditions.

“To have this state-of-the-art equipment for people like me,” says Marchesi, “it’s a lifesaver. I can’t believe it. I finally found someplace where I can get help. I’ve been sick for so long with this ... Now, I’ve been working on it ... and I honestly believe I’m

going to walk out that door one day without a walker. I really believe it.”

Bringing this revolutionary technology to the Center for Sports Rehabilitation and Active Living in Marshall’s 25,000-square-foot state-of-the-art El Dorado Hills facility was made possible through a generous philanthropic gift to the Marshall Foundation for Community Health by Robert and Star Pepper.

“When we first learned about Marshall, we were impressed with the staff and the culture of service and innovation that comes from the most senior leadership,” said the Peppers. “Helping to bring this equipment to Marshall was an opportunity to enhance the health and well-being of people in El Dorado County and beyond. When you see the face of someone who has been impacted, who has been able to push themselves to the limit in their recovery because of the difference the ZeroG makes ... it puts a smile on our faces.”

“*I’m looking to a bright future, something that will really, really change my life, said Marchesi. [The ZeroG] will do it.*”

# Support That Makes a Difference, In the Heart of Our Community

El Dorado County is not immune from the opioid epidemic sweeping California's rural communities. In fact, between 2018 and 2023, drug-related overdose deaths in our county increased 49 percent and opioid overdose mortality surged 372 percent, largely because of fentanyl. Excessive drinking, alcohol-related driving deaths, and emergency department visits for substance use in the county remain well above state averages. Access to urgent mental health services is limited for those with mild to moderate conditions, leaving the county designated as a mental health provider shortage area and multiple regions in Marshall's service area designated as medically underserved areas.

***“Marshall is committed to improving timely and effective access to behavioral health services for our community...”***

To address this unmet need, Marshall is using grant funding from the state of California to create a purpose-built outpatient substance use disorder, or SUD, clinic adjacent to Marshall's Placerville hospital to care for the residents of the western slope of El Dorado County and surrounding areas.

The project will rehabilitate and combine two existing, nonoperational, adjacent outpatient clinic spaces to create a dedicated facility that will provide high-capacity, low-barrier access to SUD and psychiatric treatment services—expanding treatment capacity at Marshall CARES (Clinically Assisted Recovery and Education Services) to an estimated

144 maximum daily treatment slots, potentially serving 46,650 community members annually.

“Marshall is committed to improving timely and effective access to behavioral health services for our community,” says Martin Entwistle, M.B., Ch.B., FRCSEd, Chief Executive Officer (Interim). “Building on the CARES team's experience providing innovative outpatient substance use disorder services, more patients than ever before will now be served through same-day walk-in access, a convenient linkage from the hospital for continuing care and stabilization, expedited access for justice-involved individuals, and the addition of nontraditional clinic hours.”

Marshall's new dedicated clinic will include six exam rooms and three counseling rooms, a waiting room, a large conference room for group counseling and community meetings, a patient resource library, and laboratory and medication storage space—all designed to connect more patients with innovative, low-barrier, same-day lifesaving behavioral health care and supportive services.

The clinic will bring together both medical and counseling space, including behavioral health and medication assisted treatment programs, STI care, case management, marriage and family counseling, and mid-level outpatient support. It will include onsite point of care testing (drug, HIV, Hepatitis, pregnancy, blood draw, urinalysis), space for combined counseling and medical services to help reduce readmissions, and increased space for staff work areas to accommodate planned growth and improve wait times for patients in crisis.

Design and development for the clinic are already underway, with project completion targeted for March 2027.



# Cancer Patient Back to Restoring Power and His Life

**Marshall's Cancer Center, UC Davis Cancer Care Network affiliate, brings utility lineman's aggressive non-Hodgkin lymphoma recovery closer to home.**

A new clinical trial started at UC Davis Comprehensive Cancer Center by Dr. Joseph Tuscano is testing a fresh approach for people with high-risk diffuse large B-cell lymphoma, or DLBCL, a fast-moving form of non-Hodgkin lymphoma.

Bryan Mazza, a Marshall patient, is one of the first to benefit from Tuscano's clinical trial. The 39-year-old father of three lives in the former gold-mining town of El Dorado. After spending a decade traveling the country as a utility lineman, he settled into the foothills with Pacific Gas & Electric. Mazza specializes in power line restoration and often hikes or even snowshoes to get to power poles, which he then climbs for repairs. It is a physically taxing job, but he loves it.

In August 2023, Mazza had back pain that would not go away. He wondered if it was from a strained muscle. An ultrasound, however, revealed possible kidney cysts.

Follow-up imaging with a contrast abdominal CT scan was scheduled.

Before the appointment, Mazza's back pain suddenly became worse. He didn't feel well. His wife, Jessica, whom he credits for saving his life, insisted he go to Marshall's emergency room. He did so, he said, only to appease her.

A CT scan showed multiple masses on his kidneys and nodules on his lungs.

At the doctor's appointment following the hospital visit, Mazza said he could see on the doctor's face that he was about to be told something he did not want to hear.

"My only thought was how I was going to tell my wife and kids," Mazza said.



*Clinical trial patient Bryan Mazza at a recent follow-up appointment with Dr. Joseph Tuscano.*

*Bryan Mazza after the Gold Country 5K run shortly after finishing the clinical trial.*



At that point, doctors at Marshall knew they were dealing with cancer — but not what kind. What was apparent was that the cancer had spread.

Biopsy results showed it was stage four DLBCL, a cancer that develops from blood cells. It grows rapidly and is an aggressive form of non-Hodgkin lymphoma.

The referral to UC Davis was a smooth process. As a UC Davis Cancer Care Network affiliate, Marshall agreed that getting Mazza in to see Tuscano was the right choice.

Because his cancer was spreading rapidly, Tuscano personally called Mazza the evening Marshall sent the referral. He explained that he had a new clinical trial he thought could really increase Mazza's chances of successfully fighting his cancer.

"I liked Dr. Tuscano's candor," Mazza said. "He didn't sugarcoat anything. He told me I faced an uphill battle. But because of my age and other reasons, he said he felt the clinical trial plus the chemotherapy would save my life, and it did."

After the targeted medicines, Mazza received a well-known chemotherapy combination, which includes several drugs, all delivered intravenously.

Tuscano adjusts the chemotherapy dosage for each patient, depending on how they are responding. "One size doesn't fit all in cancer treatment," he said. "Dose adjustment helps us tailor care so patients get exactly what they need."

Fortunately, because of the relationship between Marshall and UC Davis, Mazza had coordinated care that allowed him to get his frequent blood tests and dressing changes to his infusion port close to home at Marshall's Cancer Center in Cameron Park.

"It really helped me save time, and it was much more convenient because I live an hour from Sacramento but only 15 minutes from Cameron Park," Mazza said. "I even drove myself most of the time."

By April 2024, Mazza was in remission but weak during his recovery. Regardless, he was starting to think about what he needed to do to get ready to return to his physically demanding job.

"I decided to walk a half mile, then a mile, and before I knew it, I was starting to jog. So, I signed up for a 5K run, which was a few months away," Mazza said. "That became my goal: to enter a race."

By then, Mazza was back on the job but still enjoying running. So, in November, he entered a half marathon (13.1 miles) in scenic Apple Hill, near his home. He trained by himself and ran the race by himself.

But that wasn't enough for Mazza. By conquering cancer, he felt he could conquer just about anything, so he entered the American River 25-mile Endurance Run. Again, he was alone in the race but not alone in his cancer fight, because Jessica and all three of his children were at the finish line to help him celebrate.

## Care for Tomorrow's Moments

According to the California Department of Aging, more than one-third of El Dorado County's residents are 60 or older, with 20 percent of those living alone. By 2060, it is estimated that one in four Americans will be 65 or older.

"As we age, our healthcare needs become more complex," says Martin Entwistle, M.B., Ch.B., FRCSEd, Chief Executive Officer (Interim). "Older adults deserve care that is not only clinically excellent, but also compassionate, respectful, and tailored to the unique needs that come with aging."

**In early 2026, Marshall was named an Age-Friendly Health System with "Committed to Care Excellence (Level 2)" recognition.**

The initiative recognizes health systems that focus care around the 4Ms — What Matters, Medication, Mentation, and Mobility. The 4Ms are an evidence-based framework designed to deliver age-friendly care that aligns with older adults' goals, manages medications safely, supports brain health, and maintains function.

This year, Marshall also received its Level 3 Geriatric Emergency Department Accreditation for use of evidence-based best practices for providing specialized emergency care to older adults.



Scan the QR code to  
read more about  
Bryan Mazza's story.

# Marshall Volunteers: Heroes in Our Halls

Across our hospital and clinics, volunteers provide invaluable services that support our staff, enhance the patient experience and bring comfort to visitors. In total, 50 community and junior volunteers contributed more than 5,364 hours of service last year, reflecting remarkable dedication to Marshall's mission.

## Key Achievements of Marshall's volunteer programs

- **Expanded Marshall's community presence** through parades, health fairs, education programs, and outreach events.
- **Marshall Mouse represented Marshall at 10 community events**, including the Gold Country Run, Divide Wellness Center Health Fair, Main Street Spooktacular, and the Placerville Christmas Parade.
- **Strengthened volunteer partnerships** with schools, local organizations, and community groups.
- **Grew the Junior Volunteer Program**, expanding recruitment and service opportunities for local youth.
- **Expanded the Pet Therapy and Animal Assisted Activities programs**, adding ICU and Cancer Center visits and onboarding an additional canine volunteer team.
- **Hosted the Season of Giving and Giving Tree programs**, fulfilling 98 gift tags and personally delivering gifts to those unable to attend.
- **Enhanced volunteer training and development** through onboarding sessions, program-specific training, and access to Marshall's Computer Cottage for online learning.



## Marshall Auxiliary

Members of the Marshall Auxiliary assist by screening patients and visitors and staffing the hospital's information desks. Auxiliary members also volunteer in Marshall's Emergency Department, at the outpatient surgery center in Cameron Park, and with patients in the hospital.

In 2025, the Auxiliary's **35 members** volunteered **5,263** hours in service to Marshall and our patients.

In partnership with Marshall's marketing team, the Auxiliary participated in a robust recruitment campaign to attract and recruit new members.

### 2026 Auxiliary Officers:

**President – Scott Taylor**

**1st Vice President – Linda Grimoldi**

**Secretary – Diane Van Streefkerk**

**Treasurer – Norma Wilson**

# Navigating What Comes Next

**For Sandy Dickson, it started with small changes she could not quite explain.**

What began as subtle forgetfulness in her husband, Greg, gradually became something more. It wasn't until a hospital stay, when he experienced severe sundowning, that Sandy realized they were facing more than typical aging. In 2023, Greg was diagnosed with Alzheimer's.

Like so many families, Sandy found herself navigating unfamiliar territory. The questions came quickly. What resources were available? How would she manage his care at home? What decisions need to be made next?

"I didn't know anything," Sandy shared. "I was very anxious."

Looking for answers, Sandy attended one of Marshall's dementia education events, hosted by the Marshall Foundation for Community Health (MFCH), where she heard from world-renowned dementia expert Laura Wayman, often known as the Dementia Whisperer. The event offered practical guidance and reassurance, and it was there that Sandy first learned about Marshall's Dementia Navigator program.

That connection became an important turning point. What began as community education, made possible through the generosity of local philanthropist Bill Faulkner through MFCH, has grown into ongoing support for families like Sandy and Greg. This past year, Bill made another significant donation to fund the Dementia Navigator program, ensuring that when families are ready to take the next step, someone is there to guide them.

As Greg's condition progressed, the weight of caregiving fell on Sandy. A bout of bronchitis this past winter made it clear just how much she was managing on her own. At 81, caring for her 83-year-old husband had become overwhelming.

That was when she reached out for help, and when Sandy connected with Dementia Navigator Rachel Cartee, the difference was immediate.

"I felt such relief," Sandy said. "She cared so much about what I was going through."



Rachel spent time walking Sandy through options, connecting her to local resources, and helping her understand what to expect. More than anything, she provided something Sandy had been missing: a sense that she was not alone in this.

"I was very anxious before," she shared. "Afterwards, I've been calmer. I know I can get what I need."

That support has also given Sandy something else, peace of mind for what may come next. While the thought of another hospital stay is still difficult, she now feels a sense of confidence knowing the Marshall team understands what Greg is facing and will be ready to care for him.

"I feel comfortable with Marshall because of the compassion Rachel has shown," she said.

That shift, from uncertainty to confidence, is what readiness looks like. It's not just the diagnosis. It's everything that comes after: the questions, the decisions, and the challenges of caring for someone with Alzheimer's.

*"I feel comfortable with Marshall because of the compassion Rachel has shown."*

For Sandy, having someone to call, someone who understands, and someone who can guide her through what's ahead has made all the difference.

Today, she continues to care for Greg at home, navigating each new stage with greater clarity and support. The road is not easy, but it no longer feels impossible.

**If you or someone you know are looking for resources to help navigate the challenges of dementia, please contact our Dementia Navigator at 530-626-2773.**

## Philanthropic Impact

In FY 2025, the Marshall Foundation for Community Health ended the fiscal year with \$4,460,200 in assets.



During the year, the Foundation raised **\$1,257,831** in gifts from **582 donors**.



The Foundation granted **\$1,243,478** to Marshall and nonprofit organizations of the western slope.



The Honor a Nurse campaign provided **\$25,000** in scholarships to **24 nursing students** who are employees of Marshall and are at various levels in their educational pursuit of the registered nurse credential and beyond.



The **42nd Annual Bob West Drive for Marshall** netted **\$161,127**. Special thanks to sponsors El Dorado Hills Town Center (Kevin Nagle), Carter-Kelly, Inc., AlphaOne Ambulance, Motherlode Rock N Ready Mix, Robinson's Pharmacy, Batia Vineyards, Coxeter Foundation, RCP Construction, LLC, Shingle Springs Health and Wellness, Sierra Health Foundation, The Pines at Placerville, and Western Slope Health Center.





## Giving to Shape Care in Our Community

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

### Marshall

- **Marshall**  
Art for Healing
- **Human Resources**  
New Employee Orientation Marshall Gear
- **Population Health**
- **Inpatient Nursing**  
Dementia Training
- **Birth Center**  
Baby Friendly Initiative
- **Social Services**  
Clothing for Homeless SB 1152
- **Marshall Physical Therapy Services**  
Equipment for Patients
- **Marshall Education Services**  
Daisy Award Funding
- **Marshall Cancer Center**  
Therapeutic Touch
- **Marshall Pediatrics**  
Reach Out and Read (ROAR)  
Rifton Toileting System  
(Chair for special needs patients)

- **Divide Wellness Clinic**  
Mobile Mammography Unit  
ADA Equipment for EDH Expansion
- **Community Care Network**  
Population Health Support Supplies
- **Surgery Services**  
Orthopedic Spine Program Expansion

### Community Grants

- **City of Placerville Recreation Department**  
Lap Swim Program
- **AG in the Classroom**  
School Garden
- **SAFE-D of El Dorado County**  
Fall prevention equipment installation  
service for seniors.
- **Bears By Your Side**  
2025-26 Bear Distribution



For more information about the **Marshall Foundation for Community Health**, visit [marshallfound.org](https://marshallfound.org).

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Marshall is an independent, nonprofit community healthcare provider located in the heart of California's Sierra foothills. Marshall includes Marshall Hospital, a fully accredited acute care facility with 103 beds in Placerville; several outpatient facilities in Cameron Park, El Dorado Hills, Placerville, and Georgetown; and many community health and education programs. Marshall has more than 220 licensed practitioners and more than 1,400 employees providing quality healthcare services to more than 180,000 residents of El Dorado County.



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