

community-based, not-for-profit



Unprecedented Time
Unparalleled Care
Uncommon Need

A team of front line nurses send thoughts of appreciation and thanks during the COVID-19 pandemic.



BRIEFINGS

Tackling the Coronavirus Crisis

COURAGE AND PREPAREDNESS UNDER FIRE

It was All Hands on Deck at John Muir Health's "Hospital Incident Command Center" weeks before the first official case of COVID-19 struck the Bay Area.

Most of us know that hospitals use a public address coding system to notate specific emergency situations. "Code Triage" is used when there has been an internal or external disaster and incorporates codes orange (external disaster) and silver (hospital lockdown).

John Muir Health has been under "Code Triage" for over 130 days at the time of this writing, and it is the longest running in our history!

"We have every resource, every team member and every leader in our medical centers, urgent care locations, medical offices, and throughout our organization focused on responding to this pandemic, while continuing to care for all of our patients," says Jane Willemsen, Executive Vice President and President, Hospital Operations.

"As an organization, we are hopeful that sometime during the coming weeks and months, we will look at this difficult time in the 'rearview mirror.' When we do, it will be with immense pride in how we individually and collectively, responded."

LEADERSHIP MESSAGE



Ray Nassief

SENIOR VICE PRESIDENT
OF HOSPITAL OPERATIONS
AND ANCILLARY SERVICES
JOHN MUIR HEALTH

On March 4th 2020, we began a formal journey into combating an invisible enemy known as COVID-19. John Muir Health had been preparing for this unprecedented battle without knowing that it would become a 100-year Pandemic; the likes of which have not been seen since the 1918-1919 Flu.

We opened an Enterprise Wide Command Center so that we could work collaboratively with the entire Health System to establish a response that had been planned and rehearsed for many years prior to this outbreak. The Command Center Structure allowed us to breakdown silos and communicate quickly any changes that effected all parts of the organization for the good of our patients and staff.

I am so proud of our response to this pandemic.

As we now turn our sights to the resumption of services as well as dealing with a disease entity that will be with us for quite some time, our focus will be to safely and responsibly resume health services, while emerging as a stronger more aligned organization. Efficiency, value and compassion, with a focus on patient safety and quality, permeates the organization—this is the John Muir Health way.

—Thank you.

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Coming Together to Combat COVID-19

COMMUNITY OUTPOURING OF HELP AND SUPPORT



In honor of National Nurses Week, Safeway donated hundreds of floral arrangements to show their gratitude for nurses battling COVID-19.

John Muir Health employees are deeply humbled by the extraordinary outpouring of community support during the COVID-19 outbreak. While not surprising of our East Bay community, the generosity has been extremely heartwarming.

Clinical staffs at John Muir Health have had to pivot quickly and exercise a nimbleness they haven't before. While working selflessly and tirelessly, the community has stepped in to help lift the spirits and nourish the souls of our front line care providers.

Physicians Sally Davis and Gregory Rhodes know what it's like to work on the front lines and both have worked

side-by-side with John Muir Health care teams. On Sunday, April 12th, they provided meals for the entire medical staffs at the Concord and Walnut Creek Medical Centers. In a note included with each of the meals, Doctors Davis and Rhodes stated, "Thank you for being here and contributing to the safety and health of our community. Every one of you adds value to this effort against COVID-19. You have made untold sacrifices, shown superior dedication, accepted personal risk, and put yourselves on the line for the good of us all. While such dedication deserves so much more, we hope a good meal can ease some of this burden."

Inside the Emergency Department

Q & A WITH DR. RUSSELL RODRIGUEZ

Russell Rodriguez, M.D.,
John Muir Health Medical Director,
Emergency Department, Concord and
Walnut Creek Medical Centers



Q: How did your team prepare for the worst case scenario during the COVID pandemic?

Our Emergency Department prepared for the potential influx of COVID patients by working with John Muir Health Facilities and Administration to create the maximum number of negative pressure rooms (see QR code below for ABC 7 News on our negative pressure rooms) and ensuring we had appropriate personal protective equipment (PPE) for all staff. We segregated specific areas of the Emergency Department for respiratory patients and practiced simulations for airway practice in protective gear, all the while working closely with our Intensive Care Units and Infectious Disease physicians.

Q: How is a typical day now different from a day before the outbreak?

Aside from the obvious of temperature checks, masks, etc., we also have no patient visitors which means we spend a fair amount of time calling family members for medical history. Overall, our volume is way down but starting to climb. Even in the slowest days though, you never knew when you might have to emergently don a protective suit and intubate a critical patient.

Q: Have there been any unexpected consequences of the virus?

Yes. We have seen a significant number of delayed presentations for common emergencies such as completed strokes, heart attacks, large kidney stones, perforated appendicitis and diverticulitis. All of these outcomes and treatment options were negatively affected by patients waiting to come to the Emergency Department for sometimes days. Many were concerned about contracting coronavirus or felt that the hospitals were inundated with sick respiratory patients and that they would be turned away.

(see QR code below for Dr. Rodriguez's interview with ABC 7 News on the decline in non-COVID-19 patients).

Q: Have there been any bright spots?

Yes. We were able to utilize our entire health system to prepare. Our outpatient facilities ramped up testing, our hospitals prepared for a massive influx, and it was all led as one enterprise. Staff has relied upon one another to keep spirits up and worries in check.



Use this QR code to
view Dr. Rodriguez's
interview with
ABC 7 News.



Use this QR code
to view ABC 7 News
story on our negative
pressure rooms.



SERVICES SPOTLIGHT

Pulmonary And Critical Care Medicine

AN INTERVIEW WITH DR. KRISTINA KRAMER

John Muir Health's Pulmonary and Critical Care Specialists have been at the helm of the novel coronavirus—a disease that can cause severe acute respiratory distress syndrome in patients.

Kristina Kramer, M.D., John Muir Health, Integrated Cross-Campus Critical Care Medical Director, believes that while the pandemic has forced the need to make rapid changes to standard processes, a lot of good has come out of it, particularly, interdisciplinary and cross-specialty collaboration.

"Changes to our procedures typically happen slowly, but COVID-19 didn't allow for that. We had to prepare for the worst-case scenario, and do it with speed and agility." Kramer says teams from Anesthesiology, Trauma, Nursing, Medical Surgical, Respiratory, General Surgery, Intensive Care, and many others, came together to deliberate, problem-solve and adjust as new information became available.

One such example came when clinical staff in the COVID-19 Intensive Care Unit realized it was taking nearly ten minutes to dress in the proper PPE each time the patient's Intravenous Vein (I.V.) infusion pump battery (located inside of each patient's room) needed to be charged—a task that can occur multiple times per day, per patient. "At the time," says Kramer, "we weren't sure if or when we might see the anticipated surge in COVID-19 patients and we worried about our supply of PPE." Using a keen sense of ingenuity, the interdisciplinary team solved the problem by using extra-long I.V. tubing and placed the infusion pump outside of the patient rooms making the new process safe, effective and efficient.

"I am extremely proud of John Muir Health physicians, nurses, respiratory therapists and all of the members of our care teams. Everyone came together nimbly and in unison to provide our patients with world-class, compassionate care."



John Muir Health ICU Physician Leadership (L-R) Elvio Ardilles, M.D., Medical Director, ICU Walnut Creek; Kristina Kramer, M.D., Integrated Cross-Campus Critical Care Medical Director; and Vala Berjis, M.D., Medical Director, ICU Concord. (Photo taken pre-pandemic.)



A "typical day" in the COVID ICU, John Muir Health, Walnut Creek Medical Center.



Dr. Kramer (front right) with Anesthesiology colleagues, Nursing Educators and Medical Intensivists including Dr. Jigar Patel, Dr. George Juan and Dr. Elvio Ardilles. (Photo taken pre-pandemic.)



Gratitude is Shown in Acts

Gratitude and the desire to help, especially in times of need, go hand-in-hand. In fact, it is said that gratitude is the social glue that fortifies relationships and serves as the backbone of human society.

Our community found some extraordinary ways to show gratitude to our front line health care heroes! Enjoy these photos that exemplify our caring and compassionate East Bay community.



LEAVE YOUR LEGACY

The CARES Act

Caring for the community as we navigate the COVID-19 crisis has been the hallmark of John Muir Health. Recently, Congress and the President enacted federal tax legislation, known as the CARES Act, to encourage charitable giving to ensure high quality care can continue across our great country as we face this pandemic together.



For 2020 only, the CARES Act allows the following:

- For individuals who itemize on their tax returns, charitable contributions of cash can be deducted up to 100% of their Adjusted Gross Income. Thus, 100% of an individual's taxable income can be eliminated through giving.
- For individuals who do not itemize, a special deduction of up to \$300, \$600 for married couples, is available for charitable gifts of cash.
- The above provisions afford some amazing planning opportunities not previously available as you consider gifts to charity in 2020.

We hope you will consider taking advantage of them.

For more information on how the CARES Act may apply to your unique financial and philanthropic goals and for all Legacy Giving information, please contact:

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Create Your Own Legacy of Giving

Charitable estate planning can be financially beneficial for families and individuals of various ages and income levels. Find out what planning a legacy gift to John Muir Health can do for you and your loved ones—now and in the future.

Gifts John Muir Health Can Use Today

- Appreciated Securities
- Real Estate
- The CARES Act of 2020
- Donor Advised Funds (DAF)

Gifts That Can Pay You Income

- Charitable Gift Annuity
- Charitable Remainder Trust

Gifts That Take Effect After Your Lifetime

- Bequest
- Retained Life Estate
- Charitable Beneficiary Designations
 - Life Insurance
 - Retirement Plan



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WHY WE GIVE

Finding a Life of Purpose—Behring Global Education Foundation

Author Robert Byrne wrote, “The purpose of life is a life of purpose.” One might say that this is what permeated the life of Kenneth (Ken) E. Behring. In fact, Ken, who was a lifelong philanthropist, used this quote in his book, *The Road to Leadership*, to exemplify the beginning of his own path to a life of purpose.

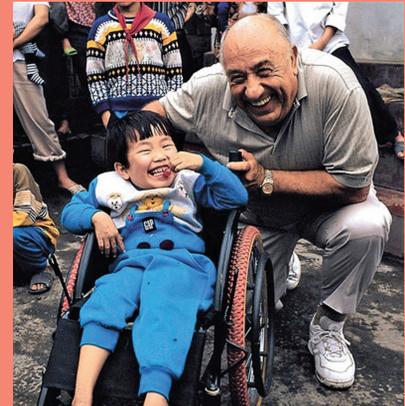
Successful ventures in the automotive, real estate and professional sports industries, allowed Ken to travel to many impoverished countries where he donated food, toys, clothing, educational materials, and medical supplies including over one million wheelchairs. In 2010, Ken formed Behring Global Education Foundation as an umbrella organization supporting his many philanthropic projects.

Sadly, Ken passed away on June 25, 2019, but not before creating his “life of purpose.”



Purpose is something you achieve by giving your heart, time, love and money to providing a better life for mankind.

— Kenneth E. Behring



Two of his sons, David and Jeff, have carried on their father's legacy and have been **COVID-19-Fighting Champions** for John Muir Health's front line health care heroes.

Through the Behring Global Education Foundation, David and Jeff established a \$100K matching gift campaign called *Blackhawk Strong* to raise funds for personal protective

equipment (PPE) to help John Muir Health combat COVID-19.

“John Muir Health has provided a tremendous amount of care to my family over the years—including saving my father's life many years ago,” says David. “Jeff and I felt that during the COVID-19 crisis, we should do everything in our power to care for the people who care for us.”