

# Dignity Health - Mark Twain Medical Center

## Service to Humanity Campaign



“Giving to others elevates one’s self.”

Guru Nanak, founder of Sikhism

Since its inception in 1951, Mark Twain Medical Center (MTMC) has been at the forefront of providing quality, compassionate health care to the residents of Calaveras County. The facility is a 25-bed hospital providing inpatient acute care, outpatient, and emergency services that also includes six clinic and specialty care locations.

To build upon this tradition of excellence and to support the community’s changing health care needs, MTMC is launching **Service to Humanity**, a campaign that will improve emergency services to the patients we serve.

“We’re excited to continue our long-standing commitment to high-quality healthcare for the community by advancing our facilities and technology to meet the future needs of our region,” said Doug Archer, President and CEO of Mark Twain Medical Center.

Mark Twain Medical Center Foundation is inviting the broader Sikh community to support a fundraising campaign that will directly improve patient care at Mark Twain Medical Center and help celebrate the county’s growing diversity.

“Calaveras County continues to attract families from a broad spectrum of ethnicities,” says Archer. “We would like to pay tribute with this campaign to Guru Nanak, the founder of Sikhism. Sikh families have settled in the greater Central Valley and Foothills to the east and are leaders in their communities.”

“The teachings of Sikhism are strongly aligned with the longtime values that define traditional life in our county and the caring mission of our medical center.”

“Years ago, the Singh family along with other Sikh families moved to our area to pursue diverse professions. As Sikhs, they set out to educate the broader community about the values of the Sikh culture,” explains Doug Archer.

“Working as ambassadors and hosting community dinners, they were instrumental in educating their neighbors, opening minds, and helping many long-standing residents understand the similarities between traditional American values found in Calaveras County and the teachings of Sikhism. The Service to Humanity Campaign honoring Guru Nanak is a great step in building on that effort.”

# Honoring Guru Nanak

This tribute project honoring the revered prophet of Sikhism will be the first time a healthcare provider is set to recognize the impactful life of Guru Nanak.

Mark Twain Medical Center in Calaveras County is honored to provide the broader Sikh community in Northern California the unique opportunity to celebrate Guru Nanak with a named Emergency Department serving a rural community in the Central Valley.

“Guru Nanak traveled far and wide to teach people to engage and improve communities through selfless service to others,” says Charanjit Singh, Director of Philanthropy at Mark Twain Medical Center Foundation. Guru Nanak was a spiritual thinker, mystic, poet, and philosopher. Spanning 24 years and more than 17,000 miles, he made five major journeys during his lifetime, most of which were on foot. At age 30, he took on a divine mission to spread his spiritual message traveling to distant places throughout India and numerous other countries.

Guru Nanak visited local religious centers on his travels to learn spiritual customs, beliefs, and practices. All communities warmly received him wherever he traveled. His simplicity, humility, and earthy logic connected with locals, and they listened keenly to his divine message.

Singh explains, “MTMC’s partner, not-for-profit healthcare system CommonSpirit, mirrors the outreach of Guru Nanak with a commitment to faith-based medical services throughout the nation. CommonSpirit



Jasvir Gill and Charanjit Singh

operates 140 hospitals and 1,000 care sites and provides comprehensive medical services to many rural communities like Calaveras County.”

The Mark Twain Medical Center Foundation has named Jasvir Gill as chair of the Service to Humanity Campaign. Jasvir Gill is the Founder and CEO of Alert Enterprise, a national security, compliance, and access management company based in Silicon Valley. Before that, Gill was the Founder and CEO of the application security company Virsa Systems, which was later acquired by SAP. Gill was recently honored by the Sikh Chamber of Commerce as the Sikh Influencer of 2022.

“We are excited to offer this pilot program that merges the teachings of Guru Nanak with a community seeking assistance for healthcare services,” says Jasvir Gill. “We hope the Sikh community is inspired by the compassion and sense of service in the Sikh faith and unites to support enhancing emergency care in a rural part of the Foothills, east of the Central Valley. Bringing exceptional healthcare to all communities is a worthy endeavor that blends with the humanitarian spirit of Guru Nanak.”

Although rural hospitals provide significant benefits to their communities, they are not immune to the numerous challenges in providing health care, such as workforce shortages, aging infrastructure, and cybersecurity threats. These obstacles — and others — are felt more acutely in rural settings due to geographic isolation, fewer patients, and the substantial proportion of Medicare, Medicaid, and uninsured populations served by rural hospitals.

Gill says the ED project at rural Mark Twain Medical Center is a natural fit for engagement by the Sikh community. Non-for-profit hospitals like Mark Twain take care of patients of all socioeconomic levels. “Making a charitable gift to this project is ultimately helping people.”

Gill is grateful for the opportunity to lead this campaign to improve healthcare services. “One of the core pillars of Sikhism is to live a compassionate life in tandem with the larger society. We believe in hard work, making an honest living, giving back, and serving the less fortunate. There are great emotional rewards for doing something good.”

**In an emergency, seconds count!** There can be no higher health priority than providing the people of Calaveras County with a first-class Emergency Department (ED) to support the skilled emergency professionals who care for us and our loved ones at critical moments in our lives.



## Emergency Services: Vital to Calaveras County

**The Emergency Department is the “true front door” of Mark Twain Medical Center,** with 12 percent of ED visits resulting in hospitalization and 83 percent of all hospital admissions coming through the ED for inpatient care and specialized services. Whether it be an accident, life-threatening injury, or any medical emergency, the MTMC Emergency Department is the first line of defense for treating serious injuries and saving lives.

“We are a rural hospital offering comprehensive emergency services. We see it all from heart attacks, serious strokes, people falling off horses, or chain saw accidents. Many of the patients bring themselves here or are driven in by family members,” says Doug Archer, President and CEO of Mark Twain Medical Center.

The closest other essential emergency services are 45 minutes away, and significant hospitals with trauma-level care are 90 minutes by car. Patients with severe trauma injuries are flown from the emergency scene or major accidents to hospitals in Stockton, Sacramento, or Modesto. Ambulances also bring trauma cases to the Mark Twain Medical Center helipad for transport to larger regional medical centers.

Over recent years, patient visits to the ED at MTMC have continued to grow as more families move into the area. The current ED lacks the necessary space, design, and technology required to meet the full range of emergency health needs.

“Even though major traumas are taken elsewhere, people still look to us for many emergencies,” explains Pardeep Athwal, M.D., Radiologist and Chief Medical Officer at Mark Twain Medical Center. Dr. Athwal recalls a pregnant young woman whose life and the life of her unborn child were both saved by the ER staff when she

arrived with heavy bleeding. “It’s important that we have all facilities, equipment, latest technology, and trained expert staff to help those local patients needing life-saving emergency care.”

Dr. Athwal was raised as a Sikh and said his parents taught him the value of challenging work and the importance of finding ways to give back to the community. “This campaign is a unique opportunity for Sikhs thriving in the medical and business fields to honor our founder by supporting a nonprofit hospital dedicated to serving everyone in our community. Many Sikhs choose to work in medicine because it is another way of serving and giving back.”



Pardeep Athwal, M.D., Chief Medical Officer of MTMC, and Doug Archer in front of the current Emergency Department entrance.



# Challenges in the Emergency Department

Emergency rooms are busy places; they are the first access point for patients, and the staff is responsible for managing various illnesses and levels of severity.

MTMC was a leader during the peak of the Covid-19 Pandemic, with a critical role in caring for an increasing number of patients in the ED during the past few years. The hospital had to be flexible to care for seriously ill Covid-19 patients in tight quarters.

The main goals of the ED project are improving the patient experience, enhancing workflow and efficiency of patient care, and responding to the unique needs of mental health patients. The emergence of patient-centric healthcare design provides opportunities to create innovative design solutions and improve the layout, and upgrading technology is essential to enhancing patient care.

## Project Cost and Elements

All the proposed \$500,000 renovations to the ED will improve overall patient care and help reduce the stress on patients, their families, and caregivers.

The Service to Humanity ED project includes the following essential elements:

- Construction of an ED Patient Entry Protective Alcove/Awning
- Construction of a Command Center Fishbowl
- Purchase and installation of Point of Care Testing Technology
- Design and designation of a Safe Holding Room for mental health patients
- Installation of new non-skid flooring and a new coat of paint

Project Construction is expected to begin in early 2023.

## Protecting Emergency Patients

The ED project will add a new patient alcove overhang that will offer overhead protection to all the patients who walk in or are driven to the ED by family or friends. **The comfort and safety of patients** will improve with the addition of a much-needed shelter as emergency patients wait to be admitted to the indoor waiting area to receive emergency care. (Photo shows Ambulance Entrance.)



## Emergency Command Center

For a busy Emergency Department, the nursing station is the **Command Center**, where nurses, doctors, respiratory therapists, and other support staff interact and collaborate in a centralized area to plan and provide the best care.

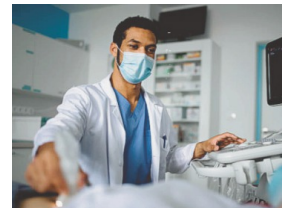
A new plexiglass enclosure will seal off the centralized workstations from the patient areas, to help reduce noise, which is a common issue for patients and the ED staff. **The new enclosure will also improve the efficiency of ED operations and patients' overall comfort and privacy.**

## Point of Care Testing Technology

Emergency Departments sometimes experience long waiting times and extended periods of overcrowding.

With technological advances, point-of-care testing (POCT) provides physicians with rapid results for many commonly ordered tests.

**Using POCT, caregivers at MTMC can perform, analyze, obtain, and act on test results at the patient bedside in minutes, significantly faster than if samples are sent to the hospital laboratory.** POCT will decrease delays to treatment initiation, increase ED efficiency, and help alleviate the adverse effects of overcrowding.



## Safely Care for Mental Health Patients

Mark Twain Medical Center plans to create a designated area for mental health patients that is calming, secure, has a safe layout, and is supervised by trained personnel. **This new area will clear emergency waiting and treatment spaces, freeing them for medical patients.**

MTMC has faced a three-fold increase in mental health patients coming to the Emergency Department.

Patients with mental health issues often suffer from substance abuse, threaten others, or attempt suicide. They may become disruptive before an assessment can be completed and patients are then transferred to the proper facility. Patients may spend several days at MTMC, and a designated mental health area would benefit everyone.

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The Mark Twain Medical Center Foundation is a 501(c)3 charitable organization that cultivates philanthropic support from the community to fund the many health care services and programs our patients depend upon.

## Our Mission of Humankindness

At Mark Twain Medical Center Foundation, we partner with our donors and our community to put humankindness into action.

We develop resources, funding and community support for the benefit of Mark Twain Medical Center.

## The Essential Role of Philanthropy



Since 1951, Mark Twain Medical Center has benefitted by strong community support and generous philanthropy at all levels of funding.

With charitable support, Mark Twain Medical Center can provide life-saving care to more patients than ever. As a commitment to our future, the Mark Twain Medical Center Foundation is asking donors to give to our deserving patients, our dedicated caregivers, and the future of healthcare in our community.

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