Committed to Our Oregon Communities

Consistent with our Mission, PeaceHealth is enhancing our community benefit structure and increasing our investment in the overall well-being of the communities we serve.

PeaceHealth
The Spirit of Health

Caring for our communities
IN TIMES OF HEALTH AND TIMES OF NEED

PeaceHealth is on a path of transformation – from a health system focused on providing a high volume of treatment for acute and primary care, to one that delivers high value to the community through better patient outcomes, improved community health, and more efficient, cost-effective care.

Inspired by our Mission, PeaceHealth is committed to promoting personal and community health. This is reflected in the care we provide for our patients, and in our efforts to improve the overall well-being of the communities we call home.

For example: In Lane County, Ore., PeaceHealth's most recent community benefit report shows an annual commitment of more than $72 million.

Since that time, empowered by the Affordable Care Act, more Oregonians have been able to access health insurance. While our commitment to providing financial assistance for patients in need has never wavered, the level of need has been reduced.

Like many health systems, this has allowed PeaceHealth to consider opportunities for significantly enhancing other investments to improve the health of our communities.

Assessing the need

With this in mind, PeaceHealth recently concluded our 2016 Community Health Needs Assessments (CHNA). Our systematic process was designed to help us understand, prioritize, and plan solutions for local needs.

- Each CHNA was carried out with community input, including public health and nonprofit community groups representing minority and low-income residents.

- Key stakeholders were interviewed to affirm needs and identify possible strategies to address those needs.

- These assessments are a true example of community collaboration. We value the involvement, cooperation and creativity of our local human services partners as we work together to promote the health of each community.

- Each CHNA identifies areas of greatest health need within each of our communities. Together with our partners, we are actively working to improve personal and community health.

Focused approach. Meaningful outcomes.

While specific needs vary among individual communities, our work for the next few years generally falls into these four overarching goals:

- Promoting **healthy**, **active living**;
- Enhancing **child and family well-being**;
- Improving **health delivery**; and
- Cultivating **equity**.

As PeaceHealth implements this work over the next five years, we anticipate meaningful outcomes that will:

- Benefit the people we serve;
- Promote personal and community health; and
- Improve the overall well-being of each of our communities.

By the Numbers

Clinical Numbers

Number of licensed beds:

451	PeaceHealth Sacred Heart (RiverBend & University District)
14	PeaceHealth Cottage Grove
21	PeaceHealth Peace Harbor

Annual admissions:

25,377	PeaceHealth Sacred Heart (RiverBend & University District)
407	PeaceHealth Cottage Grove
1,019	PeaceHealth Peace Harbor

Days of inpatient service:

115,011	PeaceHealth Sacred Heart (RiverBend & University District)
1,206	PeaceHealth Cottage Grove
3,032	PeaceHealth Peace Harbor

Number of babies born annually:

2,829	PeaceHealth Sacred Heart (RiverBend & University District)
77	PeaceHealth Peace Harbor

Number of surgeries performed:

15,227	PeaceHealth Sacred Heart (RiverBend & University District)
1,757	PeaceHealth Peace Harbor

Number of emergency room visits:

91,952	PeaceHealth Sacred Heart (RiverBend & University District)
12,309	PeaceHealth Cottage Grove
8,980	PeaceHealth Peace Harbor

Number of clinic visits:

388,533	PeaceHealth Sacred Heart (RiverBend & University District)
50,516	PeaceHealth Cottage Grove
83,351	PeaceHealth Peace Harbor

Employment Numbers

5,154	Number of PeaceHealth employees
682	Number of new hires in past year
$56,911	Average annual salary*
$29.62	Average base rate*

*Excluding executive and physician pay

Uncompensated Care

Community Benefit	Total
Charity Care	22,582,481
Unreimbursed Medicaid	47,969,468
Community Health Improvement Services & Community Benefit Operations	997,443
Health Professions Education	90,283
Subsidized Health Services	55,787
Cash and In-Kind Contributions	550,708
Total	72,246,170

PeaceHealth provides care to all in need, regardless of ability to pay. Serving those who earn a lower income or are uninsured is at the heart of PeaceHealth's mission. In accordance with standard accounting principles and government regulations, when PeaceHealth is not paid for services rendered, the losses are recorded as unreimbursed Medicaid and charity care. In fiscal year 2014, PeaceHealth Sacred Heart Medical Centers (RiverBend and University District), PeaceHealth Cottage Grove Community Medical Center and PeaceHealth Peace Harbor Medical Center provided $72.2 million in community benefit care.

There are angels among us

PEACEHEALTH COTTAGE GROVE COMMUNITY MEDICAL CENTER

For the past five years, PeaceHealth Cottage Grove Community Medical Center has provided immigrant families and children access to healthcare and community services through the Community Health Worker program. Working in partnership with the Family Relief Center, the Community Health Worker program supports success in the classroom by ensuring kids get and stay healthy and receive the family services, including food, shelter, transportation and language skills, that are needed to help them succeed.

> "When I first came here I thought she would live with this problem all her life, but when I found Ana-Maria at the school, she helped us find a doctor here in the hospital who could help us".
> *Alicia's father*

PeaceHealth Community Health Worker Ana-Maria Dudley met Alicia's family a year ago after they had emigrated from Guatemala. Alicia was four years old at the time, and her mother had brought her to the Family Relief Center because of a concern for her health. On examination, it was discovered Alicia had a significant heart abnormality and required immediate care. Her family was assisted in making appointments with pediatric cardiology specialists and

applying for the medical coverage and services she and her family needed to obtain her care. Alicia's heart abnormality was found to be surgically correctable, and she underwent a successful heart repair on July 31, 2016.

Alicia's father says "When I first came here I thought she would live with this problem all her life, but when I found Ana-Maria at the school, she helped us find a doctor here in the hospital who could help us". Since her surgery, Alicia is doing really well – she smiles a lot and hugs a lot, and started kindergarten in September.

The Community Health Worker Program has helped more than 300 immigrant children and families like Alicia's, and continues to expand annually in keeping with the PeaceHealth Mission to promote personal and community health for all those who turn to us for care.

No one should walk alone

PEACEHEALTH SACRED HEART MEDICAL CENTER AT RIVERBEND

For the past three years, PeaceHealth Sacred Heart Medical Center at RiverBend has provided free housing for patients who leave the hospital with no safe place to go to continue their recuperation and recovery. The Medical Recuperation Program at PeaceHealth Sacred Heart partners with ShelterCare to provide emergency and transitional housing along with prescriptions, medical equipment and transportation assistance.

At 54 years old, Rubee had been on her own since age 19 when her mother had died. She had recently moved to Eugene and had lived at a homeless shelter for only a week when she was admitted to the hospital for shortness of breath and weakness. She was found to have Stage IV lung cancer and needed to undergo chemotherapy if she wanted any chance to prolong her life. With no friends or family to turn to and a high susceptibility to infection if she returned to living at the homeless shelter, her prospects for successful treatment looked very grim.

The Care Management team at PeaceHealth Sacred Heart RiverBend approached Rubee about entering the Medical Recuperation Program,

In July 2016 Rubee was admitted to the program, and from the beginning she had a safe place to live and reliable transportation to and from chemotherapy appointments.

and she was very optimistic about the possibility. In July 2016 she was admitted to the program, and from the beginning she had a safe place to live and reliable transportation to and from chemotherapy appointments. She was assisted in establishing a relationship with a primary care physician who coordinated her treatments, and scheduled for a Medicaid services intake where she was deemed eligible, both ensuring her ongoing access to needed medical services.

Many weeks later, Rubee was offered an extension in the program to provide her more time to progress with her care and find her a safe, permanent place to live. In October 2016, she transitioned in stabilized condition to an Adult Foster Home where she will be consistently well cared for long term, and Rubee says she "loves her new home!"

The Medical Recuperation Program has helped more than 220 vulnerable patients like Rubee, and continues to expand annually in keeping with the PeaceHealth Mission to improve the health and well-being of individuals and the communities we call home.

Paying it Forward: Courageous Kids

PEACEHEALTH SACRED HEART MEDICAL CENTER UNIVERSITY DISTRICT

For the past 21 years, the Courageous Kids program at PeaceHealth Sacred Heart Medical Center University District has provided free grief support to children and their families who have a loved one who has died. Courageous Kids offers support groups, summer camp and a teen theater troupe, providing childhood grief information and understanding to a broad audience.

Shelly, a painfully shy, emotionally lost little 11-year-old girl, started coming to the Courageous Kids support groups soon after her father's sudden death. Her Dad had been working underneath a car, when the jack slipped and the car crushed him. Shelly participated in support groups, attended summer camp, and also joined the Teen Theater Troupe, where she was able to publicly give voice to the agonies and vulnerabilities of her grief. Eventually she began to heal, and decided to become a volunteer with the program to help other children experiencing their own loss. Shelly blossomed into a brilliant, accomplished and confident young woman, who at age 29 is completing her PhD in sociology at UC Berkeley.

Through playing, laughing, crying and grieving with the young survivors, the volunteers serve as a shining light and as role models, giving hope to children in the program that they can survive and be happy again.

She now volunteers 5 days every summer to run the art program at Courageous Kids summer camp and supervise counselors-in-training.

Like Shelly, many of the young adult volunteers at Courageous Kids have become involved after experiencing their own loss, and each have a special gift of connecting with the hearts and spirits of those served by the program. They say: "I know what it's like to feel so sad, nothing else exists." "My Mom or Dad died too when I was little." Through playing, laughing, crying and grieving with the young survivors, the volunteers serve as a shining light and as role models, giving hope to children in the program that they can survive and be happy again.

The Courageous Kids program has helped hundreds of vulnerable and at-risk youth like Shelly, providing early intervention to adverse childhood events that are strongly related to the development and prevalence of a wide range of health problems throughout a person's lifespan. The program serves the community in keeping with the PeaceHealth Mission to promote personal and community health and improve the overall well-being of the communities we call home through better patient outcomes, improved community health, and more efficient, cost-effective care.

If you have questions or would like to learn more about PeaceHealth's commitment to our communities, please contact us at:

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PeaceHealth