Charitable gifts from a caring community made possible the following technology at the new Sacred Heart Medical Center at RiverBend:

- 24 “Smart” Operating Rooms with booms, lights, monitors and video: $6,800,000
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PeaceHealth Oregon Region
at a Glance


Number of employed physicians: 165
146 at PeaceHealth Medical Group, 13 at Cottage Grove Community Hospital/South Lane Medical Group, 6 at Sacred Heart Medical Center

Number of licensed beds:
- Sacred Heart, University District: 143
- Sacred Heart Medical Center at RiverBend: 133
- Cottage Grove Community Hospital: 58

Annual admissions: 28,947
28,460 at Sacred Heart Medical Center and 467 at Cottage Grove Community Hospital

Days of inpatient service: 120,664
119,399 at Sacred Heart Medical Center and 1,265 at Cottage Grove Community Hospital

Number of babies born annually: 2,794

Number of surgeries performed: 18,416

Number of emergency-room visits: 72,803
61,242 at Sacred Heart Medical Center and 11,561 at Cottage Grove Community Hospital

Number of clinic visits:
- PeaceHealth Medical Group: 353,590
- PeaceHealth Medical Group Urgent Care: 41,060
- Cottage Grove Community Hospital/South Lane Medical Group: 36,431

Calendar Year 2008

- Number of PeaceHealth Oregon Region employees: 5,200
- Number of PeaceHealth System employees based in Lane County: 250
- Number of nursing staff (full-time) in 2008: 1,200-1,300
- Number of new hires in past year: 1,000
- Total number of new hires in a year: 600
- Net gain of new employees over previous year: approximately 300
- Average annual turnover rate: 10%
- Average annual salary (non-physician): $58,000

Employment Data

Inside:
- One Mission, Many Avenues for Care
- Caring for the Uninsured & Underinsured
- Financial Report

PeaceHealth Oregon Region

2008

PHILANTHROPY SUPPORTS STATE OF THE ART TECHNOLOGY


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PeaceHealth Oregon Region
RiverBend Pavilion Opens

The RiverBend Pavilion is home to more than 40 PeaceHealth Medical Group physicians, the Oregon Bariatric Center, Oregon Medical Laboratories, Oregon Imaging Centers and a new Urgent Care facility. Being under one roof allows providers to work together to decrease wait times, and the spacious facility increases the number of patients we can see and improves access to services. We’re also able to provide more services, such as consultations with a staff financial counselor, in a facility that is more modern and more comfortable.

University District

With the opening of Sacred Heart Medical Center at RiverBend, the focus for future improvements is turning to Sacred Heart Medical Center, University District—home to the Neurosciences Institute’s Gamma Knife Center, Gerontology Institute and the Center for Medical Education & Research. Even as we anticipate this multimillion-dollar renovation, the University District remains a vital link in our system, offering 104 hospital beds and employing more than 900 people.

As part of the campus transformation, we will renovate facilities that still have useful life and continue a 72-year tradition of providing care in the heart of Eugene.

Financial Report

Uncompensated Care

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<th>Cost (000)</th>
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<tr>
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Community Benefit & Capital Spending

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<th>Capital Spending</th>
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</tr>
</tbody>
</table>

Community Benefit by Type

- **Charity Care**
  - $24,422,001 (41%)
  - $17,537,196 (30%)
  - $776,461 (1%)

- **Subsidized health services**
  - $14,492,853 (24%)
  - $1,182,888 (2%)
  - $1,108,377 (2%)

- **TOTAL COMMUNITY BENEFITS**
  - $59,519,776

Data Source: Oregon Association of Hospitals and Health Systems

Bad Debt

The charged amount of supplies and services for those who are unwilling to pay their medical bills.

Charity Care

The charged amount of supplies and services for those who are unable to pay their medical bills.

Uncompensated Care

The charged amount of supplies and services for those who are unwilling to pay their medical bills.

Charity Care

The charged amount of supplies and services for those who are unable to pay their medical bills.

Subsidized Health Services

(Prenatal Clinic, Birthing Center, Home Health, Hospice, OASIS, etc.)

Contributions to community groups (financial and in-kind)

Volunteers in Medicine, White Bird Clinic, United Way, etc.)

Health professional education (student job shadowing)

TOTAL COMMUNITY BENEFITS

$59,519,776
A Health Provider for Everyone

Caring for the uninsured or underinsured is a critical part of PeaceHealth’s commitment to our community’s health. As a nonprofit provider, we are not obligated to shareholders. Instead, PeaceHealth invests all of its net income back into the community—something we’ve been doing for more than 70 years. In addition to supporting “safety net” services through financial contributions to local organizations such as Volunteers in Medicine, we provide tens of millions of dollars in free care to patients.

Since 2002, PeaceHealth has been bridging the gap of financial uncertainty with its Bridge Assistance Program. Launched in July 2002, the program ensures that patients receive free or low-cost care. Bridge Assistance recipients are provided with payment cards that offer a dignified and easy method of disbursement. The program encourages access to preventive care and early care and reduces administrative costs by streamlining the payment process. Since the inception of the PeaceHealth Bridge Assistance Program, almost 27,000 patients have been helped financially.

Bridging the Gap

Michael Smith, 48, a self-employed carpenter with no medical insurance, was shocked when he was diagnosed with kidney stones and told he needed an operation to remove them. The medical bills he was facing were too much to fathom.

Then Smith learned about Bridge Assistance, a program that provides medically necessary and preventive services at a reduced cost or without charge for patients who qualify. After signing up for the program, he was able to undergo the surgery knowing he would be able to pay the medical bills.

“If I hadn’t received this assistance, I probably would have had to seek financial assistance somewhere else, maybe take out a loan or possibly sell my house,” Smith says. “It was absolutely fantastic that they did this. It just really helped out a lot.”

Through the Bridge Assistance Program, PeaceHealth covered 84 percent of Smith’s medical costs. He is in the process of paying off his remaining bills for the procedure and he is back at work.

Log On

For more information about PeaceHealth Oregon Region and the services we offer at our hospitals and clinics throughout the region, go to www.peacehealth.org/oregon.

For additional copies of this report or for more information, please call (541) 686-6868 or mail: PeaceHealth Public Affairs, 770 East 11th Avenue, Eugene, Oregon 97401
PeaceHealth’s economic contributions to the community cut across many different sectors of the economy and include the more than 5,300 jobs we provide, the more than $1.1 million in property taxes we paid last year, and the $66.4 million we provided in uncompensated care in 2008. Last year, 12.4 percent of our expenses went to uncompensated care, a nearly 2 percent rise from the previous year.

The money we spent on facilities last year made up just under 7 percent of our operating budget and is expected to remain the same in years to come. Our new hospital was funded through a combination of philanthropy, bonds and cash reserves that helped keep construction costs from unduly affecting patient bills. Our biggest expense continues to be labor and benefits, which account for 45 percent of our annual expenditures. Supplies — food, pharmaceuticals and other equipment — is our next biggest cost, making up 35 percent of the money we spend.

As we look at the reasons why health care costs continue to climb, two of the main culprits are Medicaid shortfalls — the program pays us less than 39 cents on the dollar for the care we provide — and unfunded patients. An estimated 17.3 percent of Oregonians don’t have health insurance. That number doesn’t include under-insured patients who can’t afford to pay for the treatment they receive. Our mission of caring for people, regardless of their ability to pay, is more important than ever.
RiverBend Pavilion Opens

The RiverBend Pavilion is home to more than 40 PeaceHealth Medical Group physicians, the Oregon Bariatric Center, Oregon Medical Laboratories, Oregon Imaging Centers and a new Urgent Care facility. Being under one roof allows providers to work together to decrease wait times, and the spacious facility increases the number of patients we can see and improves access to services. We're also able to provide more services, such as consultations with a staff financial counselor, in a facility that is more modern and more comfortable.

University District

With the opening of Sacred Heart Medical Center at RiverBend, the focus for future improvements is turning to Sacred Heart Medical Center, University District—home to the Neurosciences Institute’s Gamma Knife Center, Gerontology Institute and the Center for Medical Education & Research. Even as we anticipate this multimillion-dollar renovation, the University District remains a vital link in our system, offering 104 hospital beds and employing more than 900 people. The University District campus features a 24-hour Emergency Department and new services specializing in care for older adults that bring an interdisciplinary team together to provide comprehensive, personalized care to each individual patient. As part of the campus transformation, we will renovate facilities that still have useful life and continue a 72-year tradition of providing care in the heart of Eugene.

Sacred Heart Pavilion provides the high quality of care we are able to offer. We can deliver the safest, most reliable medical care, and our cost per bed is 20 percent to 40 percent less than comparable hospital projects.

RiverBend Progress

Sacred Heart Medical Center at RiverBend is more than just a building—it’s a catalyst for transforming the way health care is delivered. The successful move to the new hospital on Aug. 10, 2008, ushered in a new era in which state-of-the-art medical care met with a healing, patient- and family-centered environment. Sacred Heart at RiverBend represents an investment in our community that yields dividends — both in terms of the 2,400 jobs the hospital and RiverBend Pavilion provide and the high quality of care we are able to offer. We can deliver the safest, most reliable medical care, and our cost per bed is 20 percent to 40 percent less than comparable hospital projects.

One Mission, Many Avenues for Care
Philanthropy Supports 
State of the Art Technology 

Charitable gifts from a caring community made possible the following technology at the new Sacred Heart Medical Center at RiverBend:

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- Nuclear Camera: $350,000

Number of clinic visits:
- 104,615 at Sacred Heart Medical Center at RiverBend
- 146 at PeaceHealth Medical Group, 13 at Cottage Grove Community Hospital/South Lane Medical Group
- 13 at Cottage Grove Community Hospital/South Lane Medical Group
- 61,242 at Sacred Heart Medical Center and 11,561 at Cottage Grove Community Hospital

Number of emergency-room visits:
- 5,514,000 at Sacred Heart Medical Center
- 467 at Cottage Grove Community Hospital

Number of surgeries performed:
- 146 at PeaceHealth Medical Group, 13 at Cottage Grove Community Hospital/South Lane Medical Group
- 146 at PeaceHealth Medical Group, 13 at Cottage Grove Community Hospital/South Lane Medical Group

Number of babies born annually:
- 3,938 at Sacred Heart Medical Center at RiverBend
- 2,794

Number of new hires in past year:
- 338
- 100
- 600

Average annual salary (non-physician):
- $75,000

Average annual salary (non-physician):
- $58,000

PeaceHealth Oregon Region

at a Glance


Number of employed physicians: 165

Number of licensed beds:
- Sacred Heart Medical Group: 446
- South Lane Medical Group: 14

Annual admissions: 28,947

Days of inpatient service: 120,664

Number of babies born annually: 2,794

Number of surgeries performed: 18,416

Number of emergency-room visits: 72,803

Number of clinic visits:
- PeaceHealth Medical Group: 353,590
- PeaceHealth Medical Group Urgent Care: 41,060
- Cottage Grove Community Hospital/South Lane Medical Group: 36,431

Calendar Year 2008

Number of PeaceHealth Oregon Region employees: 5200

Number of PeaceHealth System employees based in Lane County: 250

Number of nursing staff (full-time) at OHVI: 1200-1300

Number of new hires in past year: 100

Typical number of new hires in a year: 600

Net gain of new employees over previous year: 30

Average annual turnover rate: 10% (industry average - 20%, declining)

Average annual salary (non-physician): $58,000

Employment Data

Patient Safety:

Raising the Bar

Timothy Foelker remembers his sense of relief when he arrived by ambulance at the Oregon Heart & Vascular Institute (OHVI) at Sacred Heart Medical Center at RiverBend in the midst of a heart attack. In fact, his treatment at the hospital started before he even got there, thanks to the Cath Alert Program, which allowed his electrocardiogram (EKG) to be sent to the Cath Lab while his ambulance was still enroute. Because doctors knew about his condition ahead of time, they were able to begin treating him immediately — preserving precious time that not only helped save his life, but also helped lessen the damage to his heart.

Every second counts when it comes to treating heart attack patients such as Foelker, which is why OHVI implemented a series of subtle but effective changes that have placed the institute among the top 5 percent of such facilities in the nation. The Institute invested in training and technology and established evidence-based, standardized protocols that seek to continually improve the quality of care that patients receive. Since the program began in 2004, the death rate from heart attack has declined by more than 350 percent, saving an estimated 75 lives.

OHVI also provides programs to lessen the chances that patients will return for future hospitalization. Following his heart attack, Timothy Foelker enrolled in a rehabilitation program at OHVI’s Cardiac Wellness Center. He attended weekly, supervised training sessions that strengthened the weakened muscles in his heart and he will soon be considered a “graduate” of that program. Foelker has changed his diet, reduced the stress in his life and made exercise a part of his regular routine.

“We hope our experience can help raise the bar for other hospitals, just as we hope to continue to learn and make improvements in our own program,” says OHVI Executive Medical Director Dr. Rick Padgett.

OHVI isn’t the only division that’s raising the bar and making PeaceHealth Oregon Region a focal point of exceptional medicine and compassionate care. It’s one of several “institutes of excellence” — our Neurosciences Institute and our Gerontology Institute are two others — where an interdisciplinary, systems-based approach is yielding great successes and becoming a model for the way health care is delivered. A team of specialists comes together to provide integrated and comprehensive care, and the presence of researchers means the quality of care is constantly being assessed, re-assessed and improved.

Inside:

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Timothy Foelker, 51, suffered a heart attack in September 2008.