THE SPIRIT OF PeaceHealth
Committed to Our Mission, Values & Vision

At the heart of our Mission, Values and Vision at PeaceHealth is responsibility—to our patients, their loved ones and our communities. While our roots run deep in every community we serve, they do so because of our belief that our Mission, Values and Vision compel us to relentlessly pursue improving ways of providing the highest-quality compassionate health care services and care to our patients.

We’re honored that our hospitals, clinics and teams consistently receive national and international recognition for clinical excellence, patient satisfaction, caregiver engagement, technological innovation and cost efficiency. We are also frequently recognized for our vibrant ministry and culture.

That tells us that our Mission, Values and Vision are not just words framed on the walls of our medical centers. They are guidelines and mandates for delivering on our Mission and ministry of care every day in every community we serve.

Our patients come to us seeking only the best in clinical services, technology and expertise, and only the most compassionate, caring people to provide that care. We aspire to always meet and exceed those expectations.

**PeaceHealth Mission**

We carry on the healing mission of Jesus Christ by promoting personal and community health, relieving pain and suffering, and treating each person in a loving and caring way.

**PeaceHealth Core Values**

*Respect*

We respect the dignity and appreciate the worth of each person as demonstrated by our compassion, caring, and acceptance of individual differences.

*Stewardship*

We choose to serve the community and hold ourselves accountable to exercise ethical and responsible stewardship in the allocation and utilization of human, financial, and environmental resources.

*Collaboration*

We value the involvement, cooperation, and creativity of all who work together to promote the health of the community.

*Social Justice*

We build and evaluate the structures of our organization and those of society to promote the just distribution of health care resources.
They were just two young women devoted to their faith and to helping those in need. But what they put in motion—first in the timber-rich frontier towns of Whatcom County, Washington, and later in communities across the Pacific Northwest—is remarkable.

We live and work at the heart of our communities, providing safe, high-quality health care services and compassionate care. That’s our ministry, our history, our tradition and our roots. While many things have changed in health care over the last century, the spirit of our founders has never wavered.

That’s who we are. We promote personal and community health, relieve pain and suffering; and treat each person—regardless of their social or economic status—in a loving and caring way.

In the following pages, you will read about the people and innovation of PeaceHealth—and our Vision that every patient will receive safe, evidence-based, compassionate care; every time, every touch.

And each of our more than 11,000 caregivers proudly delivers on this vision every day in every community we serve. It doesn’t matter if it’s 1890 or 2012—the spirit of PeaceHealth and the ministry of the Sisters of St. Joseph of Peace continue to inspire and focus the work we do on behalf of patients, families and communities.

That’s the intent of our Vision 2012 program, which is shaped and guided by our system’s Vision Statement:

Every PeaceHealth patient will receive safe, evidence-based, compassionate care; every time, every touch.

The work of our Vision 2012 program is infused throughout every service area within the PeaceHealth system. We are focusing on five strategic priorities that we believe will continue to position PeaceHealth as a national leader in how we deliver exceptional medicine and compassionate care to the communities we serve.

At the core of Vision 2012 are five strategic priorities:
1. Mission, Culture and People
2. Safe and Clinically Effective Care
3. Clinician Partnerships and Planned Care
4. Growth and Innovation
5. High Value

Within each of these priorities, there are several collaborative, systemwide initiatives underway. We strongly believe that if PeaceHealth is to be effective in promoting the health of our communities, and delivering on our promise of exceptional medicine and compassionate care, then we have more than a business imperative to change and grow—we have a moral imperative to improve how we deliver the highest-quality health care.
A Continuous Focus on Patient Safety & Quality of Care

In support of our Vision of providing every patient with safe, evidence-based, compassionate care; every time, every touch, PeaceHealth has established quality and safety goals to achieve by the year 2012.

These goals continue to support the important work that we do for our patients as we strive to improve the health outcomes of those who receive care from our hospitals.

In addition, PeaceHealth has made significant progress in important quality initiatives related to patients who have had heart attacks, heart failure, or pneumonia. We have also contributed to overall patient safety through quality initiatives related to surgical and obstetric care, and infection control. In health care, inaccuracies in a patient’s medication history can lead to potentially harmful errors. For that reason, PeaceHealth also adopted inpatient and outpatient medication-reconciliation processes to ensure that a complete, accurate list of a patient’s current medications is continuously maintained.

There are many ways in which PeaceHealth ensures patient safety and quality of care. Two examples include:

- St. Joseph Hospital in Bellingham, Washington, is one of only two hospitals in the State of Washington to use Brain Tissue Oxygen Monitoring for patients with severe brain injury. Named a best practice by The National Foundation for Trauma Care, this monitoring allows early recognition and correction of actual or impending oxygen deprivation to preserve brain tissue.

- Caregivers in PeaceHealth’s Oregon Region’s Short Stay Unit significantly decreased the time patients wait to be admitted and prepared for surgery to enhance the patient-care experience.

**PEACEHEALTH’S QUALITY ACCREDITATION**

PeaceHealth facilities are continually recognized for the high quality of care provided. All PeaceHealth hospitals are accredited by the Joint Commission on Accreditation of Healthcare Organizations. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization’s commitment to meeting certain performance standards. In recent years, PeaceHealth facilities have received prominent recognition from organizations that promote quality and safety of patient care.
NATIONAL RECOGNITION FOR PEACEHEALTH HOSPITALS— COMMUNITY VALUE INDEX

Three PeaceHealth hospitals earned a place on the prestigious Community Value Index® (CVI) Five-Star hospitals list. St. John Medical Center, St. Joseph Hospital and Sacred Heart Medical Center – University District are named as “Five Star” facilities. Additionally, St. John earned the select designation by being named to the “Top 100” list.

In its fifth annual CVI study, Cleverley + Associates conducted its evaluation of the U.S. hospital industry. With hospitals increasingly measured on involvement and performance in their communities, the firm developed a tool for objective assessment to evaluate financial viability, hospital plant reinvestment, cost structure and charge structure. Measurement in these areas suggest that hospitals operating with a high degree of community value are those that are low cost, low charge, and use a strong financial position to reinvest resources to ensure that patient safety and quality care outcomes continue to improve.

JOINT COMMISSION JOURNAL ON QUALITY AND PATIENT SAFETY

PeaceHealth was ranked fourth nationally as a quality health care system and as the leading system in the western United States in a research study published in the June 2008 edition of the Joint Commission Journal on Quality and Patient Safety. The peer-reviewed journal serves as a forum for practical approaches to improving quality and safety in health care.

The study reviewed hospital quality data in four clinical areas, currently reported by the Centers for Medicare and Medicaid Services (CMS). The hospital systems in the review had six or more acute care hospitals and included 1,530 hospitals across the U.S. The study looked at 19 quality measures for pneumonia, surgical infection prevention, acute myocardial infarction (AMI) and congestive heart failure.

Partnering with the Institute for Healthcare Improvement

As part of our efforts to improve the safety and quality of patient care, PeaceHealth participates in the Institute for Healthcare Improvement’s (IHI) “Protecting 5 Million Lives from Harm” campaign to further enhance our success related to patient safety. By utilizing specific, evidence-based interventions, we are contributing to the reduction of harm of patients by 5 million through the development of new care processes. The focus is on reducing surgical complications, preventing hospital-acquired staff infections, delivering reliable, evidence-based care for patients with congestive heart failure, and preventing harm from high-alert medications.

Thanks to our involvement in the IHI’s initiative to improve outcomes for high-risk and critically ill patients, St. Joseph Hospital in Bellingham has experienced significant, sustained reductions in the incidence of ventilator-associated pneumonias and blood-stream infections.

The bottom-line benefit for the PeaceHealth system and our patients is this: as these “best practices” are developed in our individual hospitals, they are shared across our system, to ensure that the highest-quality procedures and care are delivered for all of our patients.

Learning from Our Patients

Improving the care we deliver means having our patients engaged in meaningful ways with our caregivers. Many of our PeaceHealth hospital Quality Committees include patients who have received care—or who have had family members receive care—in our hospitals. In addition, patients in PeaceHealth hospitals serve on our medical leadership teams, providing invaluable insights, dialogue and feedback that help us guide our physicians and caregivers in finding new and better ways of delivering evidence-based, compassionate care; every time, every touch.

Investment in Information Technology

PeaceHealth invests in leading-edge information and clinical technologies to support the improvement of patient care. For example, PeaceHealth recently updated its electronic patient medical record system to enhance patient safety, quality of care and the efficiency and effectiveness of the care we provide. And, our Oregon Region uses video conferencing to connect its caregivers with Portland-based Oregon Health & Sciences University pediatricians for around-the-clock consultations.

Handwashing

15 Seconds That Saves Lives

At PeaceHealth, we know that hand hygiene is one of the best ways to eliminate health care-acquired infections. We assure the effectiveness of our hand hygiene practices by following the Centers for Disease Control and Prevention hand hygiene guidelines. They include staff education, placement of disinfectant gel dispensers in all caregiver and patient-care areas, and monitoring caregivers’ handwashing practices. PeaceHealth caregivers are asked to wash their hands or use disinfecting gel every time they enter and leave each patient’s room to prevent the spread of germs.
PREVENTABLE EVENTS
Consistent with our Vision to provide every patient with safe, evidence-based, compassionate care, every time, every touch, PeaceHealth has implemented a Preventable Event policy. A Preventable Event is a medical event that is caused by human or system error and results in serious harm to a patient. PeaceHealth’s new policy continues our commitment to open disclosure with patients when a Preventable Event occurs and extending heartfelt apologies to patients and their families. In addition, under the policy, patients will not be billed for any patient care related to the medical error, including follow-up care. PeaceHealth was on the leading edge of the health care industry in creating and implementing a Preventable Event policy. The new policy is modeled after those created by the Joint Commission and the National Quality Forum.

TRANSPARENCY—YOUR WINDOW ON QUALITY
PeaceHealth has an ongoing commitment to transparency—being open and honest about the safety and quality of patient care we provide, and patient satisfaction related to that care. This is part of fulfilling our promise to communicate openly and honestly with our patients and to keep our patients at the center of their own care. By doing so, we believe we can continue to deliver exceptional medicine and compassionate care. We believe our providers, patients and the communities we serve deserve to know how we are doing.

HEALTH INFORMATION—A CLICK AWAY
To assure that we meet our commitment to include patients in their own care, our PeaceHealth Medical Group patients in many PeaceHealth communities have access to PeaceHealth PatientConnection, a secure web site that allows patients to update personal information, view their medications, allergies and immunizations, review their account and pay bills online.

ONGOING COMMITMENT
In the spirit of continuous improvement, PeaceHealth is committed to training. For example, the Oregon Region partners with Oregon Health & Sciences University for medical education and the University of Oregon for medical education and research. PeaceHealth holds Advanced Training Programs for clinical staff.
The PeaceHealth Ministry of Healing & Compassionate Care

In 1890, two members of the fledgling Sisters of St. Joseph of Peace religious congregation left their convent in Newark, New Jersey. They were bound for Fairhaven, Washington, a remote logging community in the Pacific Northwest. Their charge was to build a hospital to care for loggers, mill workers and fishermen, among others. The opening of St. Joseph Hospital in 1891 ushered in more than a century of Catholic health care ministry by the Sisters of St. Joseph of Peace and their lay colleagues in the Northwest.

The congregation’s foundress, Mother Francis Clare (Margaret Anna Cusack), was an activist Irish nun whose reformist zeal often put her at odds with church hierarchy. She became internationally known for her work and writing on behalf of women and the poor.

By 1916, the spirit that defined and launched the health care ministry in Fairhaven had grown to include five hospitals in Washington, Alaska and British Columbia, and by 1936, it reached into Oregon as well. In the early 1970s, the Sisters decided to form a separate structure to oversee their hospital services to more effectively meet the challenges of contemporary health care and partner with qualified laypersons to share in this important work. The organization’s name was changed from Health and Hospital Services to PeaceHealth in 1994 to better reflect the mission, ministry and heritage. In 1997, the health system Board of Trustees received permission from the Vatican to continue its ministry with lay leadership.

The spirit of the Sisters who founded PeaceHealth is alive and well today. While they have entrusted the organization to lay people, our employees, providers, board members and volunteers serve our communities with the same spirit that the Sisters brought to the Northwest more than 100 years ago. That spirit encompasses the important mission of carrying on the healing mission of Jesus through exceptional medicine and healing in a gracious and compassionate manner to all those who come to PeaceHealth for care.
Our promise of exceptional medicine and compassionate care is a continuation of the healing ministry begun in Bellingham by the Sisters of St. Joseph of Peace. Our promise guides all that we do at PeaceHealth. It is relationship centered. It is based on the ethic that everything in the environment affects recovery and healing. Very little is neutral; almost everything can either enhance or impair the healing process.

From our faith tradition, exceptional medicine and compassionate care integrate healing in a holistic sense—a focus on the physical, emotional, and spiritual as we provide highly reliable, safe clinical treatment, striving to use the best that technology and science can provide.

It guides us as we continue to develop strength as one health care system serving many communities. It guides us as we develop our models of care in service to our patients and families. It guides us in how we hire, develop and respond to the needs of our caregivers. It guides us as we design facilities and services. It guides us as we continuously improve systems, processes, programs and organizational infrastructures through our Vision 2012 program.

We will have fulfilled our promise when every PeaceHealth patient receives safe, evidence-based, compassionate care; every time, every touch. It combines the science and art, the head and heart of our health care ministry. This is the cornerstone of our culture at PeaceHealth.

The People & Culture of PeaceHealth

The PeaceHealth culture is one of dedication to providing the highest quality of care and service to our communities. In fact, within PeaceHealth, we refer to all employees as “caregivers” because, regardless of their role, they ultimately support the delivery of care and service to our patients. We want the PeaceHealth culture to differentiate us—to our patients, their loved ones, physicians and other caregivers.
PeaceHealth’s El Salvador Mission
EXTENDING THE PEACEHEALTH MISSION to support El Salvador’s communities in need

In 2000, PeaceHealth and the Sisters of St. Joseph of Peace established a health care mission in El Salvador to provide much needed basic health care to the poor.

In addition, the mission offers PeaceHealth employees and physicians an opportunity to join the Sisters in providing care in rural communities. Each year, teams of PeaceHealth physicians, optometrists and support caregivers spend several weeks in El Salvador working directly with children and families and the community at large.

PeaceHealth caregivers who have traveled to El Salvador report that their experience was personally meaningful and energizing, and renewed their spirit. This enthusiasm has spread throughout PeaceHealth (or Paz Salud as it’s called in El Salvador), resulting in a waiting list of caregivers.

“The vision of the El Salvador Health Mission is large. Guided by a sense of global responsibility, we seek to enrich the soul of our organization. This is realized through the personal experiences of PeaceHealth employees and physicians who serve with the Sisters of St. Joseph of Peace in El Salvador. Upon their return, project volunteers often express a personal need to contribute to the greater good at home.”

Chris Phillips, Community Outreach Director, Whatcom Region, PeaceHealth

“PeaceHealth’s support of the El Salvador Mission speaks to me of just one more way our health system expresses its commitment to be a compassionate, healing ministry. As mission volunteers say: ‘PeaceHealth walks its talk.’ And they appreciate the opportunity to do some of that ‘walking.’ All of our regions have participated in the El Salvador mission, and it is a special gift to me to collaborate with so many dedicated caregivers. They bring hope and a message that ‘someone cares’ to the people of El Salvador and they inspire me.”

Sister Eleanor Gilmore, CSJP, Director, El Salvador Health Mission

The El Salvador Mission reaches children and families with much needed basic health care.
Building strong, healthy communities can only be accomplished through partnership. We see that every day through the work of our PeaceHealth foundations, which rely on the commitment and generosity of individuals, families, and business and community leaders throughout Alaska, Washington and Oregon to support our efforts in providing the highest-quality health care.

Foundations have never played a more critical role at PeaceHealth, given the significant challenges facing our industry—increased demand for services, fueled by aging Baby Boomers; the rising number of uninsured individuals and families who are unable to pay for their care; and mounting competitive pressure within the communities we serve for services such as surgery and imaging. Our values of Stewardship, Respect, Social Justice and Collaboration call on us at PeaceHealth to meet these challenges head on, which means creating partnerships that bring our communities together in a way that ensures we can provide every patient with safe, evidence-based compassionate care; every time, every touch.

Our PeaceHealth Foundations play a major role in helping us, as a system, provide care to all in need, regardless of their ability to pay. We do this through the PeaceHealth Bridge Assistance program, where necessary medical services for individuals and families are covered at a reduced cost—or at no cost when payment for those services cannot be obtained through insurance, outside agencies (such as Medicare or Medicaid) or private pay. The work of our foundations is critical in helping PeaceHealth continue to provide for the health care needs of all members of our communities, regardless of their social or economic status.

Community Engagement & Support

Our mission of caring for people, regardless of their ability to pay, is more important than ever.

OUR PEACEHEALTH FOUNDATIONS

There are seven foundations that support our PeaceHealth communities:

- Ketchikan General Hospital Foundation
- St. Joseph Hospital Foundation
- St. John Medical Center Foundation
- Sacred Heart Medical Center Foundation
- Cottage Grove Community Hospital Foundation
- Peace Harbor Hospital Foundation
- Whatcom Hospice Foundation
Investing in Community Health

Caring for the uninsured and underinsured is one way PeaceHealth meets the health care needs of the many communities it serves. In addition to providing uncompensated care, PeaceHealth subsidizes a “safety net” of additional programs and services where they are needed most. Together, PeaceHealth total community benefits were $111.47 million for the Fiscal Year 2008.

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PeaceHealth Partnerships

Consistent with its Mission and Values, PeaceHealth continually seeks to develop long-term, high-value partnerships with health care providers in communities across Alaska, Washington and Oregon. Through Health Ventures, a subsidiary organization, PeaceHealth creates business and clinical partnerships that support and strengthen the quality and network of health care services available to our patients and communities.

Health Ventures and PeaceHealth currently partner with independent imaging practices, as well as cancer care and ambulatory surgery center providers across their communities of care. Through Health Ventures, PeaceHealth is able to continually develop a broad range of health care services and aligned long-lasting, high-quality relationships within our provider communities.

FOUNDATION FACTS

- Total annual amount raised (Fiscal Year 2008) by all PeaceHealth Foundations: $17 million
- Oldest foundation within PeaceHealth: Sacred Heart Medical Center Foundation (founded in 1942)
- Current major projects:
  - St. John Medical Center Foundation—Raising $4 million for hospital renovation
  - Sacred Heart Medical Center Foundation—Raised $40 million for the equipment at Sacred Heart’s new RiverBend campus
  - Having recently completed a successful $6 million capital campaign to support emergency department renovations, the St. Joseph Hospital Foundation is focused on increasing community participation in the Circle of Care. Financial gifts made by Circle of Care members lend vital ongoing support in three areas of need:
    1. Supporting access to care for lower income uninsured people
    2. Ensuring advanced technology
    3. Building an endowment
  - Peace Harbor Hospital Foundation is raising $350,000 for new Digital Mammography Technology
  - Celebrating its fifth year, Ketchikan General Hospital Foundation recognizes donors who participated in raising $2 million over the years for equipment, an endowment fund and other needed improvements for the hospital and clinics. In 2009, the Annual Gift of Healing Campaign is raising $150,000 toward the purchase of a new Oxygen Generating System—allowing KGH to generate oxygen for patients on-site and cost-effectively; and the Foundation will reach the $500,000 target toward establishing a $1 million endowment fund.

PeaceHealth total community benefits were $111.47 million for Fiscal Year 2008.
We respond to the unique needs in each community by caring for individual patients and also through a strong commitment to overall community health.

Our PeaceHealth Regions

SOUTHEAST ALASKA REGION

Ketchikan General Hospital (KGH) is located in the Tongass National Forest on picturesque Revillagigedo Island 600 miles from Seattle. It serves residents of Southeast Alaska. The 25-bed regional acute care facility provides emergency and cancer care; general surgical services; cardiac rehabilitation; state-of-the-art diagnostic imaging; physical, occupational, and speech therapy; and home health care. The hospital also includes a 29-bed long term care facility.

PeaceHealth Medical Group employs 24 physicians and allied health professionals providing a wide scope of primary care and specialty services. Specialties include family medicine, internal medicine, pediatrics, OB/GYN, nurse midwifery, general surgery, orthopedic surgery, psychiatry, radiology and anesthesiology. PeaceHealth also contracts with a variety of specialists who provide visiting clinic coverage for Ketchikan and SE Alaska. These visiting clinics include ENT, cardiology, urology, ophthalmology, plastic surgery and allergy.

Centers of Distinction

Telemedicine
Ketchikan General Hospital has partnered with the PeaceHealth Geriatric Institute in Eugene to provide an innovative new service for our older patients. Geriatric consultations are provided by a board certified geriatrician who interviews and observes our patients via video teleconference and then provides treatment recommendations to the patient, family and care team.

Sleep Center
The PeaceHealth Sleep Center at KGH offers the latest in sleep medicine technology. The Center is served by board certified Sleep Medicine physicians/physicians from PeaceHealth Medical Group through on-site and telemedicine visits.

Women’s Diagnostic Imaging
The Women’s Diagnostic Imaging Suite was created with privacy and service above all else. We are proud to offer state-of-the-art equipment used to screen for cancer and other diseases, including the only direct capture digital mammography center currently in SE Alaska as well as bone densitometry, stereotactic breast biopsy table, and ultrasound equipment.

Accolades and Recognition
KGH Home Health received an “Award of Excellence” and was named to the 2007 HomeCare Elite, an annual review that identifies the top 25 percent best performing Medicare-certified home care agencies in the country. HomeCare Elite is the only performance recognition of its kind in the Home Health industry. KGH Home Health was one of only two Alaska agencies included in the HomeCare Elite.

KGH partnered with other local, regional and state agencies to adopt and practice protocols for community emergencies.

Outreach
PeaceHealth physicians provide outreach services in multiple Southeast Alaska communities and will be opening a new state-of-the-art clinic in Craig, Alaska, on Prince of Wales Island in 2010.
WHATCOM REGION

PeaceHealth in Northwest Washington includes 253-bed St. Joseph Hospital and PeaceHealth Medical Group. St. Joseph Hospital is the sole hospital in Whatcom County and also serves communities in the surrounding area. It includes a trauma center with an AirLift Northwest helicopter based on campus, Cardiovascular Center, Center for Joint Replacement, Wound Care Center, helicopter based on campus, Cardiovascular Center, includes a trauma center with an Airlift Northwest also serves communities in the surrounding area. It offers leading-edge diagnostics and the latest technologies in interventional cardiology (using catheters to treat heart diseases); heart, thoracic and vascular surgery and interventions; and a cardiac rehabilitation program. Dedicated to wellness, the Center offers cardiovascular education and health screenings. This high-caliber program allows people to stay close to home for care while attracting patients from around the region, including Canada.

Acolades and Recognition

- Recognized by Healthgrades as the only hospital in Washington to receive both the Patient Experience Award and the Patient Safety Award for 2009. Healthgrades ratings place St. Joseph Hospital in the top five percent in the nation for patient experience and patient safety.
- Named one of the nation’s 100 Top Hospitals by Solucient, an independent health care research organization, for excellence in quality of care and operational efficiency.
- Recognized by Centers for Medicare and Medicaid as Best in the State for Appropriate Care Measures related to safety and quality of care.
- Blue Cross has designated The Cardiovascular Center at St. Joseph Hospital as a “Center of Excellence.”

Center of Distinction

The Cardiovascular Center at St. Joseph Hospital offers leading-edge diagnostics and the latest technologies in interventional cardiology (using catheters to treat heart diseases); heart, thoracic and vascular surgery and interventions; and a cardiac rehabilitation program. Dedicated to wellness, the Center offers cardiovascular education and health screenings. This high-caliber program allows people to stay close to home for care while attracting patients from around the region, including Canada.

LOWER COLUMBIA REGION

St. John Medical Center is the most comprehensive medical facility between Olympia and Vancouver, Washington. This 196-bed acute care hospital and Level III Trauma Center provides comprehensive health care services with leading edge technology while championing initiatives and programs that enhance the health of the entire community. Services include emergency, cancer, cardiac, orthopedic, obstetric and pediatric care; behavioral health, imaging and diagnostic, and rehabilitation services; state-of-the-art ICU, and a Women’s Resource Center and an Osteoporosis Center.

PeaceHealth Medical Group is comprised of more than 100 clinicians and allied health caregivers in 24 specialties with a commitment to provide patient-centered healing care.

Lower Columbia Centers of Distinction

Regional Cancer Center

This American College of Surgeons accredited Cancer Center offers surgical, medical and radiation oncology; a tumor registry program and digital mammography services, including stereotactic breast biopsy and R2 CAD technology. The associated radiation oncology program features the most advanced treatment technology in the country via intensity modulated radiation therapy as well as state-of-the-art linear accelerator.

Women’s Health Pavilion

The Pavilion offers advanced medical services and educational opportunities to enhance women’s health and well-being. In addition to an obstetrics and gynecology clinic, the Pavilion provides osteoporosis and bladder health centers, massage therapy, ultrasound services, a specialty boutique, and a resource library and conference center.

InMotion Clinic

The InMotion Clinic offers a multidisciplinary approach to care, serving patients who have rehabilitation, wellness, and chronic pain needs. InMotion services include chiropractic care, health psychology, orthopedic surgery—hand, foot, joint replacement, spine, pain management, physical medicine and rehabilitation, physical therapy/rheumatology, and sport medicine.

Gold Standard for Cardiac Care

St. John Medical Center’s partnership with OHSU (Oregon Health Sciences University) and an agreement with LifeFlight has resulted in achieving the gold standard for cardiac care, meaning heart patients requiring transport wait 90 minutes or less from the time they enter St. John’s Emergency Department to the time they’re ready for a clinician’s intervention.

Acolades and Recognition

- Cleverley + Associates has recognized St. John Medical Center among the Top 100 Hospitals providing high value to its community
- EPAs “Energy Star” certification for being in the top 25 percent of energy efficient buildings in the nation
- Award from BetterBricks (an energy management organization) for “green” building
- Three-Year Approval with Commendation by the American College of Surgeons for the Regional Cancer Center
- American College of Radiology Three-Year Accreditation for Ultrasound Imaging and St. John’s CT scanners
Oregon Region

With great pride, PeaceHealth celebrated the completion of the new hospital campus, Sacred Heart Medical Center at RiverBend, in Springfield, Oregon, when it began caring for patients in August, 2008. The opening marked a second PeaceHealth campus to serve the Willamette Valley, with the same single-minded focus of commitment to evidence-based, compassionate care.

From the very first patient served—a 9-month-old boy treated in the Emergency Department—Sacred Heart at RiverBend is providing a whole new way of healing through an innovative environment design. This robust regional referral medical center offers extensive surgical services, a dedicated heart and vascular institute, 36 all-private room NICU and extensive surgical services, a dedicated heart and innovative environment design.

PeaceHealth Medical Group (South Lane Medical Group) is a primary care physician group serving residents in two counties. Family practitioners, internists, nurse practitioners, and visiting specialists provide health care to patients of all ages at the clinics located within Cottage Grove Community Hospital and in Creswell.

Centers of Distinction

Oregon Heart & Vascular Institute

For 40 years, the Oregon Heart & Vascular Institute (OHVI) has been providing exceptional heart and vascular care. OHVI is now located in new, state-of-the-art facilities at the Sacred Heart Medical Center at Riverbend campus. Cardiologists, cardiac surgeons, interventional radiologists and vascular surgeons partner with research teams at the University of Oregon. This interdisciplinary approach means each patient receives the attention of a team of specialists working together to determine the best medical care.

OHVI’s collaborative philosophy and innovative approach to delivery of care have enabled the hospital to deliver on its promise of superior cardiovascular care, earning it a spot among the most respected cardiac and vascular centers in the Pacific Northwest. Since its first heart surgery in 1971, surgical teams at Sacred Heart have performed more than 17,000 open heart surgeries. In addition, a partnership with the University of Oregon unites teaching and basic research with clinical care and research.

Gerontology Institute

The mission of the new Gerontology Institute at Sacred Heart Medical Center is to join with patients and caregivers in addressing the health needs of older adults through clinical services, educational programs, research and community collaboration. Primary components of the institute include a Geriatric Assessment Clinic, which is staffed with board-certified Geriatric Physicians and Nurse Practitioners, and a complete team of other geriatric specialists; and Geriatric Community Health Care Services, a mobile team of Physicians and Nurse Practitioners who make rounds at community care facilities.

Oregon Neurosciences Institute

The Oregon Neurosciences Institute at Sacred Heart Medical Center is a premier regional provider of neurological, neurosurgical and rehabilitative care in a patient-focused teaching and research environment. Its services span both the RiverBend and University District campuses. The Institute is home to a state-of-the art Gamma Knife Center and a nationally-accredited Primary Stroke Center. The Commission on Accreditation of Rehabilitation Facilities (CARF)-certified Oregon Rehabilitation Center specializes in brain and spinal cord rehabilitation and the Sleep Disorders Center treats patients affected by a variety of sleep disturbances.

Accolades and Recognition

- Cleverley + Associates has consistently recognized Sacred Heart Medical Center as a Five Star Hospital and among the Top 100 Hospitals based on financial viability and plant reinvestment, and hospital cost and charge structure.
- The Medical Center has won the “Consumer Choice Award” from National Research Corporation every year since 2001. Consumers rated Sacred Heart as having the best doctors, nurses, quality, image and reputation.
PeaceHealth has one of the most respected and comprehensive laboratory systems in the Pacific Northwest. With its headquarters and core laboratory located in Springfield, Oregon, and labs in three states, PeaceHealth Laboratories provide extensive diagnostic testing and decision-support services to hundreds of clinicians and hospitals across Alaska, Washington and Oregon.

**SIUSLAW REGION**

Located on the scenic central Oregon coast, Peace Harbor Hospital is a critical access hospital and level IV trauma center in Florence, Oregon. Services include emergency, inpatient medical and surgical services, intensive and cardiac care services, labor and delivery, and state-of-the-art diagnostic and therapeutic services. A comprehensive array of mental health services are provided by PeaceHealth Counseling Services. At the Peace Harbor Rehabilitation and Wellness Center, inpatient and outpatient physical, occupational and speech therapies are provided.

PeaceHealth Medical Group is comprised of physicians, family nurse practitioners, physician assistants and midwives. The broad range of specialty services and primary care include general surgery, orthopedic surgery, obstetrics and gynecology, family medicine, and internal medicine recognized for excellence by the American Diabetes Association.

Peace Harbor Hospital Home Health and Hospice provides Medicare-certified in-home health care to patients of all ages. In-home hospice care is provided to patients in their final days. More than a health care service, Hospice attends to the emotional, practical and spiritual concerns of the patient and the family.

**Accolades and Recognition**

- Decision Health named Peace Harbor Hospital’s medication reconciliation process a “best practice” and The National Patient Safety Foundation Congress asked Peace Harbor Hospital to present that process to health care leaders from across the nation.
- The American Diabetes Association has consistently distinguished the region for its diabetes wellness program and its physicians have been recognized for providing excellent diabetic care.

**Center of Distinction**

Peace Harbor Hospital’s new Surgery Center is the culmination of community caring, strategic innovation and professional excellence. The true hallmark of the Surgery Center is an improved patient experience and healing environment. The waiting room and consult rooms were specifically designed as calming spaces and feature SmarTrack, a secured patient tracking system that updates family and friends of their loved one’s surgical progress. Patient areas also reflect a calming environment and design with warm lighting, soft flooring, ample room for families, and state-of-the-art technology designed to fit within the décor.

**PeaceHealth Laboratories**

With 30 facilities in three states, PeaceHealth Laboratories are known for innovative testing services, accuracy, fast turnaround times, easy-to-read reports, an extensive test menu and responsive and professional staff. Laboratories and service centers are also located in Bellingham and Longview, Washington; Ketchikan, Alaska; and Eugene, Portland, Florence and Cottage Grove, Oregon.

**Accolades and Recognition**

- Named as one of the “100 Best Companies to Work For” in Oregon by Oregon Business magazine for five consecutive years.
- Designated as a Molecular Center of Excellence by Roche Diagnostics for its expertise and acumen in molecular and genomic (genetic) testing.
- Certified by the College of American Pathology; one of only 42 labs in the U.S. to be certified for drug testing by the Substance Abuse and Mental Health Services Administration.
ADDRESSING COMMUNITY NEEDS

In all of our service areas, we respond to the unique needs in each community by caring for individual patients and also through a strong commitment to improving overall community health. Many collaborative community health improvement initiatives, such as these, are happening throughout our health system.

Southeast Alaska Region
Ketchikan General Hospital has partnered with other local, regional and state agencies to adopt and practice protocols for community emergencies. Pediatric/obstetric, general surgery and orthopedic surgery clinics are regularly scheduled on other islands in the region. Through the “No One Dies Alone” volunteer program, Compassionate Companions stay at the bedside of dying patients when loved ones cannot be present.

Whatcom Region
St. Joseph Hospital partners with the Whatcom Alliance for Healthcare Access to help eligible low-income, uninsured patients receive specialty care that is donated by physicians.

Lower Columbia Region
St. John Medical Center is part of a community consortium known as Community Health Partners that provides free care to the medically underserved. A Cowlitz Free Medical Clinic is staffed by volunteer physicians, nurses, mental health professionals and ancillary staff.

Oregon Region
Heart disease is the number one killer of men and women in the United States. To help decrease that statistic, the Oregon Heart & Vascular Institute (OHVI) at Sacred Heart Medical Center at RiverBend offers a free annual Heart Fair at local shopping centers. Residents can check their blood pressure, heart rate and body mass index, and see cooking demonstrations of “heart healthy” foods.

Siouxi Region
Peace Harbor Hospital partners with Siuslaw High School, Lane Community College, and Southwest Oregon Community College in offering a “Health Occupations Career Pathway” that begins with high school sophomores and ends with an Associate degree in Nursing using a distance learning program. This collaboration provides local students with the opportunity to complete their nursing education in Florence, while meeting the local nurse staffing needs.

System Services
Located in Bellevue, Washington, the PeaceHealth headquarters is home to executives, health care leaders and administrative personnel who provide systemwide support to our caregivers serving patients throughout Alaska, Washington and Oregon.

PeaceHealth Medical Group—A Unified Physician Group Serving Many Communities

One of the most sacred relationships is between a patient and his or her doctor. As such, PeaceHealth’s Medical Group is one of the cornerstones of fulfilling the Mission, Values and Vision of PeaceHealth.

PeaceHealth Medical Group (PHMG) strives to be the Northwest practice of choice for patients, providers and caregivers. Quality, value and innovative models of care for patients, and positive practice experience for patients and providers are the key goals of the PHMG.

PHMG is comprised of more than 480 physicians, nurse practitioners, physician assistants and other professional caregivers, and in 40 specialties serving communities in Alaska, Oregon and Washington. In addition to providing primary care (family practice, internal medicine, pediatrics and geriatrics), about half of PHMG is devoted to specialty care. Medical specialties include allergy, anesthesiology, audiology, cardiology, chiropractics, dermatology, endocrinology, gastroenterology, immunology, infectious disease, neurology, occupational medicine, ophthalmology, optometry, oncology, psychiatry, pulmonology, psychiatry, psychology and many other subspecialties. Cardiovascular & cardiothoracic, gynecology, obstetrics, otolaryngology (ENT), orthopedics, pediatrics, vascular and other specialties make up our surgical practices.

PeaceHealth providers chose to be part of the PHMG group practice because it allows them to focus on providing patient care with fewer administrative hassles. They also appreciate working in settings where they can take care of all people regardless of their ability to pay, and work with others who are aligned around PeaceHealth’s common Mission and Vision. PeaceHealth’s integrated health system of hospitals and medical group clinics and ancillary services enhances access in the communities we serve.

PHMG continually looks for innovative ways to improve patient care. For example, PHMG leads the nation in medication reconciliation in the outpatient environment. Because inaccuracies in patients’ medication histories can lead to potentially harmful errors, PHMG created a common systemwide medication reconciliation process. The accuracy of patients’ medication lists has increased dramatically, preventing harm to patients by decreasing adverse drug events. Caregivers partner with patients to ensure that current, accurate and complete medication lists exist for every patient at every point of care.

Care for patients with diabetes is another area where PHMG offers superior results. The National Committee for Quality Assurance and American Diabetes Association recognizes physicians who use evidence-based measures and provide excellent care to their diabetic patients. As of this writing, more than 50 PHMG primary care physicians have received this national recognition.
RiverBend
A PROMISE DELIVERED PeaceHealth’s Sacred Heart Medical Center at RiverBend Campus

It’s one thing to talk about things like innovation, change and quality, and another to actually deliver on them. At PeaceHealth, our focus is on delivering.

Case in point—Sacred Heart Medical Center at RiverBend, one of the nation’s newest and most innovative patient-centered medical centers.

The 1.2 million square feet, 338 licensed-bed hospital is located on 181 acres adjacent to the McKenzie River in Springfield, Oregon. It is the sister campus to Sacred Heart Medical Center – University District in Eugene, Oregon.

PeaceHealth’s RiverBend campus is a state-of-the-art medical center in a natural setting that offers a healing environment for patients, staff, and visitors, and supports patient/family centered care built upon evidence-based design principles.

In the spirit of creating a healing environment, more than 500 patients, doctors and nurses were involved at all levels of the facility’s planning and construction. The intent was to blend the best of hospitality and health care design to create a patient-centered environment that promotes healing and wellness.

In addition to design, we improved our clinical processes at RiverBend to increase efficiency and patient safety. The hospital houses the most advanced medical technology available today, and is capable of adapting to future trends and changes.

The RiverBend campus also includes two adjacent medical office buildings—the RiverBend Medical Pavilion, which houses PeaceHealth Medical Group specialists, and the Northwest Specialty Clinics. Sky bridges connect all RiverBend care facilities for the ultimate in patient care convenience.

Sacred Heart at RiverBend is part of the national Pebble Project, a joint research effort between The Center for Health Design and health care providers like PeaceHealth. As part of the project, PeaceHealth is studying how the design of the facilities improve the quality of patient care, enhances operational efficiency and increases employee satisfaction and retention.

THE RIVERBEND CAMPUS AT A GLANCE
- Sacred Heart Medical Center
- All 338 licensed beds offer private rooms with space for families to stay with patients
- Oregon Heart and Vascular Institute
- 72 private patient and family suites
- Expansive cardiovascular wellness and rehabilitation services

Oregon Cardiology, PC and Cardiothoracic Surgeons offices are located on site. State-of-the-art heart and vascular surgical suites, cath lab and 26-bed prep and recovery unit are located within the adjacent Sacred Heart Medical Center.
OUR VISION

Every PeaceHealth patient will receive evidence-based, compassionate care; every time, every touch.
“PeaceHealth—one health care system bringing exceptional medicine to multiple Northwest communities always with a special concern for the most vulnerable. From the first hospital in 1891, the Sisters of St. Joseph of Peace were committed to serving the local community while being mindful of other communities in need. They shared financial and personnel resources to open new hospitals; they shared expertise and gained wisdom one hospital to another, always finding the best way to meet the unmet health care needs of their communities. PeaceHealth—the legacy of the Sisters—continues this spirit of collaboration and stewardship in fulfilling its mission today. 
This is the Spirit of PeaceHealth.”

—Sr. Andrea Neuzel, CSJP, PeaceHealth Board Chair