

# 2014 Community Benefit Report

*PeaceHealth Oregon West Network*

PeaceHealth publishes this annual report to the community because serving the community has been a cornerstone of our Mission since our founding by the Sisters of St. Joseph of Peace more than a century ago: 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 is the region's largest provider of health services—with hospitals and clinics in Eugene, Springfield, Florence and Cottage Grove—and by far the primary source of care for the most vulnerable populations in our community. For example, we operate one of the largest hospital-based inpatient behavioral health units in Oregon, and are continuing to expand our outpatient behavioral health services. This allows us to provide crucial mental health services to those in need, regardless of ability to pay.

PeaceHealth is on a path of transformation from a system that focused on providing a high volume of treatment and single-episode acute care to one that delivers high value to the community through better patient outcomes, improved community health and more efficient, lower-cost care. We call this approach "OurPath to Population Health."

PeaceHealth defines population health as enabling the well-being of our neighbors, in times of health and times of need. We realize that community health improvement is a work in progress. PeaceHealth is collaborating with community partners to address the objectives identified in the latest Community Health Needs Assessment: access to care, tobacco use, obesity, mental health and substance abuse, and health care disparities.

Together, we can make a difference. If you have any comments or questions, please share them with us at [publicaffairsphor@peacehealth.org](mailto:publicaffairsphor@peacehealth.org).

# PeaceHealth Oregon Network by the Numbers

Clinical Numbers		Number of surgeries performed:	
<b>Number of licensed beds:</b>		15,227	PeaceHealth Sacred Heart (RiverBend & University District)
451	PeaceHealth Sacred Heart (RiverBend & University District)	1,757	PeaceHealth Peace Harbor
14	PeaceHealth Cottage Grove	<b>Number of emergency room visits:</b>	
21	PeaceHealth Peace Harbor	91,952	PeaceHealth Sacred Heart (RiverBend & University District)
<b>Annual admissions:</b>		12,309	PeaceHealth Cottage Grove
25,377	PeaceHealth Sacred Heart (RiverBend & University District)	8,980	PeaceHealth Peace Harbor
407	PeaceHealth Cottage Grove	<b>Number of clinic visits:</b>	
1,019	PeaceHealth Peace Harbor	388,533	PeaceHealth Sacred Heart (RiverBend & University District)
<b>Days of inpatient service:</b>		50,516	PeaceHealth Cottage Grove
115,011	PeaceHealth Sacred Heart (RiverBend & University District)	83,351	PeaceHealth Peace Harbor
1,206	PeaceHealth Cottage Grove	<b>Employment Numbers</b>	
3,032	PeaceHealth Peace Harbor	5,154	Number of PeaceHealth employees
<b>Number of babies born annually:</b>		682	Number of new hires in past year
2,829	PeaceHealth Sacred Heart (RiverBend & University District)	15.39%	Average annual turnover rate <sup>1</sup>
77	PeaceHealth Peace Harbor	\$56,911	Average annual salary <sup>2</sup>
		\$29.62	Average base rate <sup>2</sup>

1) Average annual turnover rate reported is voluntary turnover for period 7/1/2013 - 6/30/2014  
 2) Excluding executive and physician pay

## What is PeaceHealth?



PeaceHealth is a family of 10 hospitals, dozens of clinics and laboratories, and hundreds of doctors based in the Pacific Northwest and dedicated to our mission of service to each community.

Since our founding in the late 1800s in northwest Washington by the Sisters of St. Joseph of Peace, our network of faith-based, mission-oriented PeaceHealth facilities has grown to include services throughout Oregon, Washington and Alaska.

In and around west central Oregon, PeaceHealth offers a broad spectrum of medical care such as primary care, urgent and emergency services, inpatient care and surgery. Care locations include:

4 medical centers in Lane County:

- 1 PeaceHealth Sacred Heart Medical Center University District
- 2 PeaceHealth Sacred Heart Medical Center RiverBend
- 3 PeaceHealth Cottage Grove Community Medical Center
- 4 PeaceHealth Peace Harbor Medical Center

17 primary and specialty care clinics.

# Revenue and Expenses

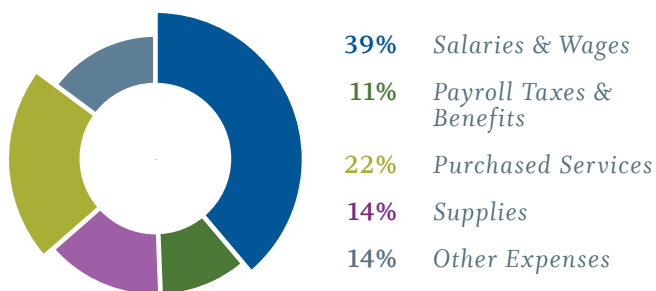
**JULY 1, 2013 - JUNE 30, 2014**

**Expenses:** Our caregivers are critical to our healing mission and compensating them for their outstanding work is among our largest expenses. Salaries, wages and benefits account for about 50 percent of our expenses. With more than 5,100 caregivers, PeaceHealth is one of the area's largest employers.

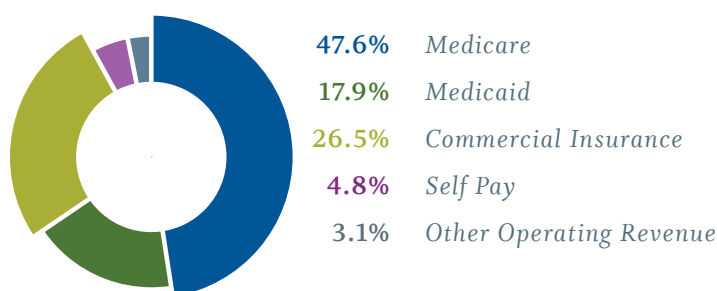
**Revenue:** Under the Affordable Care Act, the percentage of revenue from commercial insurance continues to decline, while at the same time, we

continue to experience growth in Medicaid, a public-funded insurance program for lower-income people. The number of patients with Medicare, insurance for older Americans, has remained stable. Neither Medicaid nor Medicare, which in total constitutes about 66 percent of our patient volume, covers the full cost of providing care. PeaceHealth is challenged to bridge the gap between the cost of care and declining payments, while maintaining our commitment to quality and access to care.

## Total Operating Expenses



## Total Net Revenue



**Uncompensated Care:** 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.

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
<b>Total</b>	<b>72,246,170</b>

# Giving back in grief

After Lisa Cairo's husband died in January 2013, PeaceHealth Sacred Heart Hospice delivered her a single white rose, along with some fliers about grief support resources.

She knew she needed help. "I started feeling really, really bad," she said. "I was absolutely devastated."

Her husband of 25 years, local psychologist Thomas Gushurst, had been diagnosed just the previous October with liver cancer. He'd been under the care of Sacred Heart Hospice for a month when he died, at 67, in the Laurel Hill Valley home where they'd raised four children together.

*"This was the one safe place to go and be able to cry and to tell people how awful you feel."*

Lisa signed up for the next six-week session of Sacred Heart's Bereavement Support Group. The program, which has since expanded to eight weeks, is offered four times a year. It's free to anyone who has lost a loved one, and participants may return as many times as they wish.

"There were spouses, children, parents," Lisa said of her group, which by chance included only women. "Most of them were fairly recent losses like mine, but there was one person who had lost her loved one five years earlier and was just beginning to go through the grieving process. We were all basket cases when we started."

Each meeting begins with a check-in—a chance for participants to share their personal feelings, memories, hopes, fears. The sessions also include activities such as collage and journaling.

"When something like this happens, six months go by, a year goes by, and everyone else around you is going on with their daily lives and you're still living your loss, every day. This was the one safe place to go and be able to cry and to tell people how awful you feel."

Still grieving deeply, Lisa, a teacher at Far Horizons Montessori School, signed up for the next session, and the session after that.

"At one of the last sessions, I started thinking, maybe I'd like to volunteer in some way. And that same night, one of the staff members walked up and asked me if I'd like to volunteer."

She completed Hospice volunteer training in May 2015, and did further training once she decided exactly how she wanted to contribute.

In July of 2015, Lisa began work as a co-facilitator for the same Bereavement Group that helped her endure her darkest moments.

"I love being able to give back," said Lisa, who also makes "check-up" calls for Hospice to recently bereaved family members. "This program really helped me come to terms with the fact that death is a natural and normal occurrence. I'm not afraid of death in that way and I don't feel that stigma anymore."



Lisa Cairo