

# 2014 Community Benefit Report

*PeaceHealth Southwest Medical Center*

PeaceHealth publishes this annual community report because serving the community is literally part of our 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.

At PeaceHealth, we promote personal and community health through our connected systems of care. These include wellness and preventative care encouraged through healthy living and healthy choices, acute care provided in hospitals for serious illness or injury; post-acute care provided in various settings after patients leave the hospital; and community-based care provided in medical homes, clinics and related outpatient facilities. We are Clark County's largest provider of health services, and by far the primary source of care for the most vulnerable populations in our community.

Today, health care reform is transforming our health care system from one that focuses on providing a high volume of treatment to one that delivers high value to the community through better patient outcomes and more efficient care. Our success in this challenging new environment will depend on how well we meet the Triple Aim: 1) improving the safety, experience and access to care for all patients; 2) improving the overall health of the population; and 3) reducing the cost of care across the spectrum of services we provide.

Local health improvement is best achieved through stronger community partnerships, using the strengths and services that already exist in a coordinated way. PeaceHealth is collaborating with community partners to address the objectives identified in the most recent Community Health Needs Assessment: access to care, tobacco use, obesity, mental health and substance abuse, and health care disparities. It's an ambitious list, but together, we can make a difference.

If you have any comments or questions, please share them with us at [communications@peacehealth.org](mailto:communications@peacehealth.org).

# PeaceHealth Southwest Medical Center by the Numbers

Clinical Numbers	Employment Numbers
<b>450</b> <i>Number of licensed beds</i>	<b>2,931</b> <i>Number of PeaceHealth employees</i>
<b>21,201</b> <i>Annual admissions</i>	<b>407</b> <i>Number of new hires in past year</i>
<b>93,663</b> <i>Days of inpatient service</i>	<b>11.4%</b> <i>Average annual turnover rate*</i>
<b>2,208</b> <i>Number of babies born annually</i>	<b>\$50,609</b> <i>Average annual salary</i>
<b>10,313</b> <i>Number of surgeries performed</i>	<b>\$31.63</b> <i>Average base rate</i>
<b>73,296</b> <i>Number of emergency room visits</i>	
<b>224,774</b> <i>Number of clinic visits</i>	

\* Average annual turnover rate reported is voluntary turnover for period 7/1/2013 - 6/30/2014

## 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 hospitals, clinics and health care professionals throughout Oregon, Washington and Alaska.

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

- **PeaceHealth Southwest Medical Center**  
*Vancouver, Washington*
- **PeaceHealth St. John Medical Center**  
*Longview, Washington*
- Four primary and specialty care clinics in Vancouver and nearby communities
- Seven primary and specialty care clinics in Longview and surrounding communities



# Revenue and Expenses

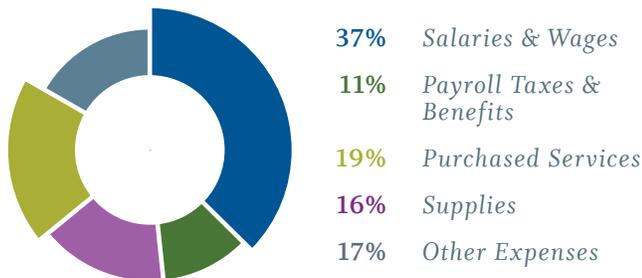
**JULY 1, 2013 - JUNE 30, 2014**

**Expenses:** Our caregivers are critical to our healing mission and compensating them for their outstanding work is our largest expense. Salaries, wages and benefits accounted for 48 percent of our expenses. With more than 4,000 combined caregivers serving at PeaceHealth Southwest Medical Center, our System Headquarters and outpatient locations, PeaceHealth is Clark County's largest employer by a wide margin.

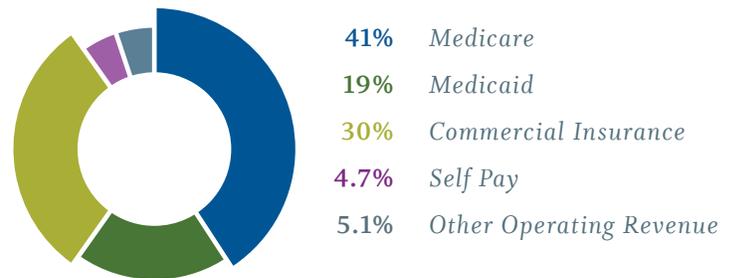
**Revenue:** Under the Affordable Care Act, the percentage of revenue from commercial insurance

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 close to 60 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 Southwest Medical Center provided \$52.2 million in community benefit care.

Community Benefit	Total
Charity Care	13,319,020
Unreimbursed Medicaid	32,615,752
Community Health Improvement Services & Community Benefit Operations	186,900
Health Professions Education	5,878,247
Cash and In-Kind Contributions	288,090
<b>Total</b>	<b>52,288,009</b>

# Service with a Higher Purpose

At PeaceHealth Southwest, everything we do is in service to a higher purpose: to work with and help our communities, and the population as a whole, live healthier, happier lives.

Through Mission-based programs like home care and hospice, behavioral health services, and community outreach and education, we carry on our long tradition of serving the vulnerable in their time of need. Sometimes, our service extends beyond health or healing. Sometimes, we are called to serve by providing our neighbors with opportunity.

## A Chance for a Better Future

PeaceHealth Southwest is a proud supporter of Educational Service District 112's Youth Workforce Program, giving local high school students and recent graduates the opportunity to learn valuable skills with real work experience. Without marketable employment skills, these youth could be limited to low-paying jobs with little or no chance for career advancement. The Youth Workforce Program places them in internships with Clark County businesses where they have a better chance for hands-on learning.

One such student came to PeaceHealth Southwest as a 17-year-old young man with a history of childhood trauma, poverty, depression, drug addiction—and a strong desire to create a better future for himself.

Trevor Jones started at PeaceHealth Southwest as a Youth Workforce intern, serving three months in Food Services. His extraordinary work ethic earned him a permanent position, and he has remained a member of the PeaceHealth family ever since with roles in Food Services, Guest Services, and the Emergency Department.

"I was a drug addict and a troubled teen, but now I've been working with one employer for seven years," says Trevor. "I think that's pretty good." With the support of his manager, Trevor is continuing his education and he expects to earn his addiction counselor certification within the next 18 months.

*"I was a drug addict and a troubled teen, but now I've been working with one employer for seven years."*

## Giving and Receiving



*Trevor, Youth Workforce Intern*

Trevor is one of 85 student interns hired by PeaceHealth Southwest since joining the Youth Workforce Program in 2005. PeaceHealth Southwest has a wide variety of positions and departments open to Youth Workforce interns, including Food Services, Supplies and Purchasing, Communications, and even patient care areas for students who have a Certified Nurse Assistant certificate.

"Oftentimes in our work, we get back as much as we give," says Bev Westendorf, who coordinates the Youth Workforce internships at PeaceHealth Southwest. "This program opens doors to students who might not have the means to continue their education past high school.

In turn, these young adults can find stable employment and contribute to the health and well-being of our community. It's a win for the student, for PeaceHealth, and for our community."