

2012 community benefit report



Providence *Cares*

Giving Back to the Communities We Serve

Our Providence Mission carries a vibrant history of nearly 160 years in the West. This same pioneering spirit is alive in the people of Providence today. In the face of rapidly changing health care and in a manner reflecting our Mission and core values, we are identifying needs and creating solutions by working with community partners.

Together with them, we assess where the greatest unmet needs are among people in the communities we serve. These include:

- Access to mental health and substance abuse services
- Access to primary medical care
- Access to chronic disease management and support (e.g., diabetes, high blood pressure, heart disease and cancer)
- Access to basic needs: food, housing and transportation

In this report, you'll see examples of how we are working to meet these needs. You'll also hear about our work to keep people healthier. It is our privilege to serve people throughout Oregon.



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Providence Health & Services
Oregon Region



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Community Benefit Highlights



Stories from our neighborhoods

Much will be expected of those entrusted with much.

– Luke 12:48

Since our earliest days in the Pacific Northwest, Providence Health & Services has been blessed. Our services, facilities, staff and resources have grown and multiplied. We now serve more than 1 million people throughout Oregon and southwest Washington.

We have a responsibility to care for people who come to us for services and also to seek out the unmet needs of people who lack basic essentials every day.

As a not-for-profit health care system, Providence Health & Services reinvests its income into the communities we serve. We partner with local organizations to help improve health and quality of life for those who are poor, marginalized and vulnerable.

To ensure that we use our resources responsibly – where they can help those most in need – we attempt to match our giving to areas of greatest need, as identified in our Oregon Community Health Needs Assessment.

We invite you to review how we're working with our community partners to ease some of these greatest needs:

Access to mental health care

Through a unique partnership, George Fox University and Providence Newberg Medical Center are making mental health counseling, therapy and consultations available to low-income and uninsured Yamhill County residents.

Access to primary medical care

When people don't have a family physician, they often turn to emergency departments for care when they have pain, chronic illnesses or non-life-threatening injuries. Providence is working with organizations throughout Oregon to redirect people from expensive emergency departments to more appropriate and more affordable clinics where they can get preventive and primary care.

Access to dental care

Medical Teams International is known for providing health care services to impoverished people around the world. In Oregon, the organization is partnering with Providence to bring free or low-cost dental care to adults and children who can't pay for treatment. The mobile dental van brought dentistry to people at two Providence hospitals last year, and we're adding a new site in 2013.

Access to basic needs: food

When Providence Milwaukie Hospital opted to turn an unused plot of ground into community gardens, they had no idea how enthusiastically their staff would care for the gardens or how many pounds of fresh vegetables would soon be filling plates of families in need in Clackamas County.

Access to basic needs: transportation

With one easy phone call, homebound seniors in south Clatsop County can get a car ride to a medical or dental appointment, to the pharmacy or even to the grocery store. In 2012, Providence volunteers drove seniors more than 16,300 miles.

Videos and stories can be seen at www.providence.org/cares.

Giving to Our Communities

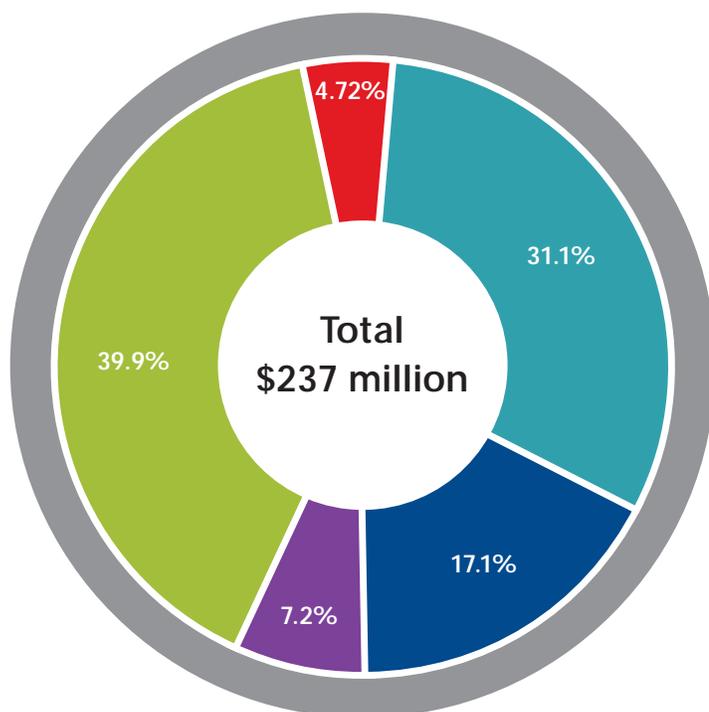
How we contributed to our communities in 2012

	1	2	3	4	5	Total cost of care and services donated in 2012
	Free and reduced-cost medical care	Health services for underserved patients	Oregon Health Plan and other government-sponsored medical care	Medical education and research	Community health, grants and donations	
Statewide support by our eight hospitals	\$ 87,620,000	\$ 3,091,409	\$ 55,426,000	\$ 38,052,109	\$ 1,730,094	\$185,919,612
Statewide support by our programs and clinics*	\$ 7,029,000	\$ 8,104,587	\$ 13,321,000	\$ 2,542,374	\$ 6,001,180	\$ 36,998,141
Providence Health Plans	\$ 0	\$ 0	\$ 5,134,658	\$ 0	\$ 9,360,855	\$ 14,495,513
Total cost	\$94,649,000	\$11,195,996	\$73,881,658	\$40,594,483	\$17,092,129	\$237,413,266

All figures are rounded. *Includes Providence Child Center

- 1 Financial assistance for the uninsured and others who cannot pay for their care
- 2 Subsidized care for underinsured, including our primary care safety-net clinics
- 3 The difference between the cost of care and what is paid by state and federal government – does not include Medicare
- 4 Subsidies for medical residency programs, nursing and other education, and medical research
- 5 Cash gifts, grants, in-kind donations and community services, such as patient support and education, health screenings and immunizations

2012 community benefit by percentage



- Free and reduced-cost medical care
- Health services for underserved patients
- Oregon Health Plan and other government-sponsored medical care
- Medical education and research
- Community health, grants and donations

Growth in community benefit spending

Total community benefit (in millions)



- ▶ Community benefit has increased **88** percent since 2006.
- ▶ Providence Health & Services-Oregon provided **\$237,413,266** in community benefit during 2012.

Where We Serve

Providence Health & Services-Oregon continues our Mission of caring that the Sisters of Providence began in the West nearly 160 years ago. Today our not-for-profit network of hospitals, care centers, health plans, physicians, clinics, home health care and affiliated services is part of Providence Health & Services, which has additional facilities in Washington, Alaska, Montana and California.

The ministries of Providence in Oregon have a shared vision to create an experience of connected care for each patient. We also work to achieve the Triple Aim, which calls us to:

- Improve our population's health
- Give our patients the best care experience
- Make sure our services are affordable

If we can achieve this vision, we believe people in Oregon will receive the best possible health care.

In 2012, Providence in Oregon:

- Operated eight hospitals, more than 90 clinics and the state's largest neonatal intensive care unit
- Provided primary care to nearly 1.3 million children and adults
- Welcomed 11,305 babies – more than any other health system in Oregon
- Cared for 279,538 emergency patients
- Gave 445,655 home health and hospice visits/days of care to community residents

OUR MISSION

As people of Providence, we reveal God's love for all, especially the poor and vulnerable, through our compassionate service.

OUR CORE VALUES

Respect, Compassion, Justice, Excellence, Stewardship

Providence Health & Services-Oregon

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