

2007

Community Benefit Report

SILVERTON HOSPITAL



COMMUNITY BENEFIT REPORT

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Working Together for Our Communities' Health

The health of our community depends on more than just a great hospital. It depends on the connections Silverton Hospital and other community-minded organizations establish that allow us to develop programs and services that are greater than any one of us could provide alone.



Silver Falls School Nurse Program

Thanks to a unique, long-standing relationship between the Silver Falls School District and Silverton Hospital, school nurses are actually hospital employees. This provides them with access to resources that extend well beyond the typical educational system.

In addition to serving as the high school nurse, Gerylne Sheets, RN, teaches a health occupations elective to high school seniors. Students gain hands-on experience at local medical facilities, funeral homes, even veterinary clinics – and of course, Silverton Hospital.

“If we didn’t have the support of our medical community, we wouldn’t have a program,” says Sheets.

On top of her work as elementary school nurse consultant, Suellen Nida, RN, works with school children with medical conditions, such as diabetes or epilepsy, that require daily monitoring. Last year, in partnership with Silverton Hospital and Marion County, she led the school district’s most successful flu mist vaccination effort to date.

“My most important role is to carry on with the motto: ‘Healthy Kids Learn Better’,” Nida says.

Marion Polk Community Prenatal Care Project

Prenatal care is critically important to ensuring healthy babies and moms. However, benefiting from ongoing medical care can be a challenge for pregnant women without insurance.

The Marion County Health Department has a 30-year history of working to ensure expectant mothers receive proper care before delivering. That made for a natural partnership with Silverton Hospital, which has always been an advocate for prenatal care.

Last year the hospital joined the Marion Polk Community Prenatal Care Project to fund services for providers and clients who deliver in the Family Birth Center. Through this project 1,062 pregnancies were assessed in 2007, and 73 mothers were assigned to

Silverton Hospital providers enabling them to benefit from comprehensive prenatal care.

“This type of collaboration provides many benefits to our communities,” says Elaine “Laynie” Smith, RN, coordinator of the prenatal project. “When agencies such as Marion County and Silverton Hospital come together, the result is improved services to our mutual clients.”



Silverton Together

The mission of Silverton Together – to strengthen and support families, and to promote the health and well-being of children, families and community – represents the perfect complement to Silverton Hospital’s core values.

That has made for a productive partnership that began at the inception of the community service organization. Today the hospital supports Silverton Together in several ways, such as offering meeting space for parent education classes, Boot Camp for Dads (and Moms) To Be, and Parents/Infants Plus. Silverton Hospital also provides major support for other projects throughout the year, including the Winter/Spring, Summer and Fall editions of the Community Calendar/Resource Guide and the “Celebrate Families” Community Picnic.

“This grassroots effort was always about partnerships and collaborating for the good of the community,” says O. B. Bergin, director of Silverton Together. “Silverton Hospital is a key collaborative partner, and vital to all our services.”



Fire Department partnered to test the community’s procedure for distributing vaccine efficiently.

As a result, approximately 2,000 area school children were immunized, and more than 600 vaccines were given to the general public.

“We took on the largest free flu vaccine clinic in the county, and were the only site in the state to offer flu vaccine to all the children in our school district,” adds Walker.

Emergency Preparedness

Silverton Hospital and the City of Silverton share the goal of disaster preparedness, and they also share a champion for their cause: Jamie Baxter, RN.

“The hospital and the city enjoy a unique relationship,” notes Baxter, who serves as emergency management coordinator for both entities. “Thanks to this partnership, we’re in a much stronger place than we were a year ago should a catastrophic event occur.”

No one likes to think of the possibility of a natural disaster, like an earthquake or widespread flu outbreak, occurring; however, that’s Baxter’s full-time job. A member of the Oregon Emergency Managers Association, Baxter wrote the pandemic flu plan, and along with Becky Walker, RN, BSN, manager of Wellspring Immediate Care, decided to test the plan using real vaccine.

It was an important test of provider preparedness, but also a great benefit to the community. Silverton Hospital, Woodburn Ambulance and the Silverton

Salud Medical Center

Salud Medical Center has been providing affordable healthcare to seasonal farm workers and others in need throughout Woodburn for 30 years. Last year the clinic experienced a record 32,638 medical visits and 7,073 dental appointments. In 2007 more than 640 Salud mothers delivered their babies at Silverton Hospital.

“We partner with Silverton Hospital for our inpatient referrals because it’s obvious they’re committed to helping the people in their community,” explains manager Sylvia Arroyo-Ortiz. “The hospital is very user-friendly, for our physicians as well as our clients. They tailor their care to meet the specific needs of the population they serve.”

In addition to providing Salud’s physicians access to their facility for inpatient follow-up, Silverton Hospital has provided generous financial support as well, adds Arroyo-Ortiz. Such assistance has helped Salud expand many of their programs and services. For example, last May Salud opened its full-service pharmacy, allowing the clinic to provide discounted prescriptions to their patients.

“Our goal is to develop a one-stop center for all our patients’ healthcare needs,” says Arroyo-Ortiz.

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Committed to Compassionate Care for our Communities

When we made those words the creed of Silverton Hospital, we didn't add an asterisk with the notation "as long as you can afford the care."

Our mission is to serve all who need healthcare, regardless of their social status or income level. To help meet this mission in a manner that ensures we are doing all we can to control the cost of healthcare, we helped develop two clinics in Silverton to serve patients with no insurance or the underinsured.

The Community Outreach Clinic and McClaine Street Clinic both help ensure that high-quality healthcare is a benefit enjoyed by all who need it.



Community Outreach Clinic: An Important Resource for Primary Care

For many years Silverton Hospital's emergency department has served as a safety net for many uninsured patients without the means to pay for the care they need.

Nearly half of last year's visits to Silverton Hospital's ED were from those without insurance or primary care providers.

The cost of providing free care in the Emergency Department setting last year was over \$1.5 million alone.

The Emergency Department, however, is the least efficient and most expensive environment in which to provide primary care.

In recent years, Silverton Hospital has gone to great lengths to develop alternate sources for primary care services so that people in need can benefit from quality care in an appropriate setting.

The Community Outreach Clinic provides medical and dental care to uninsured residents of Silverton, Mt. Angel and Scotts Mills. The brainchild of Silverton

physician Robert Larson, MD, the clinic gets support from dedicated volunteer physicians, dentists and community members, and Silverton Hospital, which subsidizes the clinic's one salaried position.

The clinic provides a high-quality option to the Emergency Department or an even less-desirable alternative – not seeking care at all.

"If we didn't provide these services, many more would wind up in the emergency department," says Dr. Larson. "Or worse, they would delay treatment, allowing acute conditions to become serious."

Silverton Hospital's Community Outreach Clinic is a true community service, made possible by community partnerships.

"We are fortunate to have the generous support of community partners like the Ronald McDonald House, Hi-School Pharmacy and NW Natural who have provided grants for services such as the mobile dental van and prescription discounts," says Dr. Larson.

McClaine Street Clinic: Removing Barriers to Quality Healthcare

In the McClaine Street Clinic, residents of the area covered by the Oregon Health Plan have access to an array of services to help them enjoy a healthier quality of life.

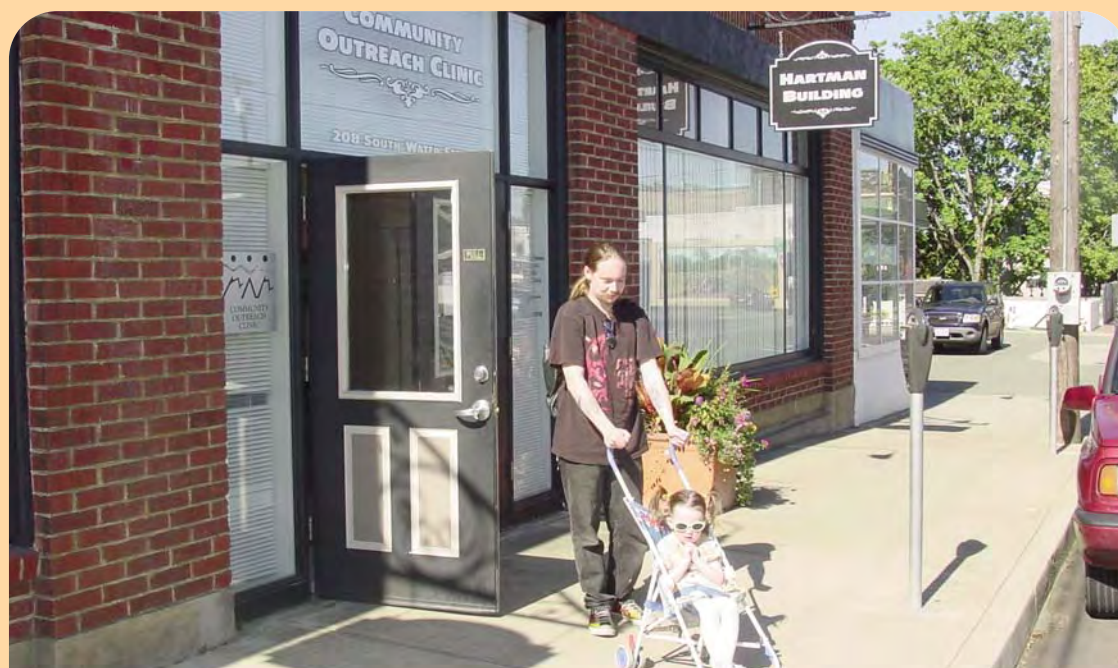
"As part of Silverton Hospital, our goal is to ensure our low-income neighbors benefit from the same access to high-quality medical services that others enjoy," says clinic manager Sarai Vasquez. "We provide affordable healthcare options to those who may otherwise go without."

Healthcare for the uninsured continues to be one of society's most pressing social issues. It is especially troubling when one considers that most of the uninsured individuals in America are either working full-time (60 percent) or live in a household in which the head of the family works (80 percent).

McClaine Street Clinic seeks to help these and others in need by providing total family healthcare, including well child and adult visits, physical exams, health and lifestyle counseling and a range of non-emergency medical services.

In addition, a new partnership with Marion County Health Department has made it possible to add low-cost immunizations to the clinic's list of services. A health department nurse visits the clinic twice a month to administer vaccines to Oregon Health Plan patients as well as uninsured children.

The immunization program is just the latest in a long list of services offered at McClaine Street Clinic to help Silverton Hospital meet its mission of increasing access to high-quality care for all our neighbors in need.



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Community Benefit Contributions



BENEFIT TO COMMUNITY

TOTAL FOR 2007	\$14,469,630
UNPAID COST OF MEDICARE/MEDICAID	\$9,674,496
UNCOMPENSATED MEDICARE	\$6,315,749
UNCOMPENSATED MEDICAID	\$3,358,747
COST OF CHARITY CARE	\$4,126,464
SERVICES FOR IMPORTANT COMMUNITY NEEDS	\$458,335
MC CLAIN STREET CLINIC	\$249,268
COMMUNITY OUTREACH	\$85,409
CARE VAN TRANSPORTATION	\$87,367
FOOT CLINIC	\$36,291
TRANSLATOR SERVICES	\$193,355
UNPAID COST OF EDUCATION PROGRAMS	\$16,980
HEALTH OCC EDUCATION NURSE	\$7,994
SCHOOL DISTRICT NURSE	\$ 8,986

	CHARITY COST OF UNCOMPENSATED CARE	MEDICARE COST OF UNCOMPENSATED CARE	MEDICAID COST OF UNCOMPENSATED CARE	TOTAL OF COMMUNITY BENEFIT PROGRAMS
FY2003	\$1,159,207	\$2,457,695	\$4,219,814	\$7,989,731
FY2004	\$1,940,087	\$2,372,624	\$1,409,090	\$5,929,260
FY2005	\$2,803,716	\$3,669,079	\$ 793,127	\$7,484,077
FY2006	\$3,589,613	\$3,836,775	\$2,164,525	\$10,279,747
FY2007	\$4,126,464	\$6,315,749	\$3,358,747	\$14,469,630

OUR MISSION

Through Silvertown Hospital, we come together to improve the health of our communities. Recognizing our responsibility for careful use of resources, it is our mission: to encourage wellness and deliver quality healthcare; to organize ourselves as a collaborative team fostering integrity, accountability and innovation; and to create an environment that promotes compassion and recognizes the dignity of all, with sensitivity to the values and cultures of those who entrust us with their care.

OUR CREED

Committed to Compassionate Care for Our Communities.

HEART VALUES

Silvertown Hospital has established values to support its mission and creed.

- H - Health and Safety
- E - Excellence
- A - Accountability
- R - Respect
- T - Teamwork

CareVan

For many years, CareVan, Silvertown Hospital's free medical transportation service, has been helping to ensure people with transportation challenges still benefit from the healthcare services they need. CareVan offers free rides to and from Silvertown Hospital and affiliated clinics weekdays during normal business hours. In 2007, 37 volunteer drivers and dispatchers provided approximately 7,000 rides through CareVan. This innovative program was a winner of the American Hospital Association's Hospital Awards for Volunteer Excellence.

Foot Care Clinics

Silvertown Hospital's first foot care clinic was established in 1991 as a supportive service for seniors, diabetics and others whose health would suffer without regular foot care. Today foot clinics are offered weekly in Silvertown and Woodburn. The foot care clinics fill an important need for people who can't perform their own self-care because of mobility issues, low vision or diminished strength.

Cardiac Health Program

The Silvertown Hospital Cardiac Health Program was established to meet the needs of those recovering from, or at risk of, heart failure. Through intensive education, ongoing monitoring and individualized care, the program is designed to prevent further damage to the heart, and improve quality of life for participants. The initial results from this program show dramatic improvements among participants in controlling weight, cholesterol and reducing many other factors for heart disease.



SILVERTOWN HOSPITAL NETWORK

- Silvertown Hospital
- Silvertown Specialists Center
- Community Outreach Clinic
- McClaine Street Clinic
- Mt. Angel Family Medicine
- Tukwila Diagnostic Imaging
- Tukwila Specialists Center
- Wellspring Immediate Care
- Wellspring Medical Center
- Woodburn Family Medicine
- Woodburn Internal Medicine
- Business Health Services