

SH Silverton
Hospital
Network

Committed to Compassionate Care — It's the Way We Live and Work

Our organizational creed — Committed to Compassionate Care for our Communities — defines who we are. Our physicians and nurses, our employees, volunteers and board members. We invite you to read our Community Benefit Report to get a better sense of how we live our creed.

2008 Community Benefit Report

Shelter From the Cold

In difficult times, St. Joseph Shelter is there for families needing temporary food and housing.



Cruz Rocha never imagined he'd see the day he would wake up with his family under the shelter of an arborvitae.

But that was the best he could do after losing his job three weeks before last Christmas, then his apartment, his car and virtually everything else.

Cruz called a shelter in Salem, but that was only an option if he agreed to split up his family, and he'd have nothing of that. With no friends or family to turn to, Cruz found himself in a situation he describes now as "up a creek without a canoe."

Then acquaintances at a Marion County nonprofit he once volunteered for referred him to St. Joseph Shelter in Mt. Angel, an affiliate of the Benedictine Sisters.

There, Cruz, his wife Sharri and their three children under age 4 have found temporary housing and food while he searches for the job that will once again allow the family to live on their own.

The shelter provides rooms for up to 11 families, who also benefit from an array of services, from case management support to

parenting classes and clothing. Last year St. Joseph served 39 families (138 people) more than half of whom were children.

Silverton Hospital is a longtime supporter of the shelter, assisting with its annual fund-raiser, providing turkeys during the holidays, and donating cash and person-power to an array of causes and projects. The hospital also supports other local agencies helping people in need, like SACA (Silverton Area Community Aid) and Woodburn Aware Food Bank.

"The hospital's support for the shelter seems to be contagious for the employees who work there," says executive director Karolle Hughes. "As people find out about the shelter, we get more and more employees at the hospital offering what they can to support us — either dollars or donations of other items. I cannot say enough about Silverton Hospital or the people who work there."

Families living at the shelter also do their part by helping with projects, from clearing tables and doing laundry to housekeeping and routine maintenance.

Cruz has been more than happy to help where he can. But his chores don't start each day until after he has ridden the school bus with his oldest son from Mt. Angel to Silverton, then walked the four miles back to Mt. Angel.

"It's what I do to make sure he is comfortable with this big change," says Cruz, who has maintained a remarkably positive outlook through the most trying time of his life.

"They say when one door closes another one opens," Cruz says. "We'll get out of this, but until then I'm just grateful for the people at this shelter. Without them my family might be living in a cardboard box."

Open Door Policy

Volunteer providers and hospital support ensure the Community Outreach Clinic is a source of high-quality care for low-income residents of the area.

Providing people with limited incomes access to high-quality healthcare is a personal mission to Robert Larson, MD.

Dr. Larson is the founder of, and longtime volunteer for, Silverton Hospital's Community Outreach Clinic, which for the last decade has offered free, non-emergency healthcare to low-income people in the Silverton, Mount Angel and Scotts Mills areas.

Dr. Larson saw the need for such a clinic early in his 17-year practice in Silverton. However, it wasn't until he became president of the hospital's medical staff that he felt he was in a position to make it happen.

"I had a forum and modicum of power that I thought I could use, so I did my homework and took it to the hospital board," Dr. Larson says.

What he found was too many uninsured patients showing up in the emergency room for costly treatments of ailments that could have been treated sooner, before they became serious.

The Community Outreach Clinic now provides a more cost-effective and accessible environment for people who previously had nowhere else to turn.

Dr. Larson is quick to credit the many volunteer medical, dental, nursing professionals and others who voluntarily staff the clinic for its success. He is also grateful to all the companies

that have supported the clinic over the years and to Silverton Hospital, which pays for the clinic's lone staff position.

"Many of the working poor have to decide whether to buy food or go to the doctor," says Dr. Larson. "That's a choice they shouldn't have to make."

Because of the Community Outreach Clinic, they don't have to.



The Care Pass

Students needing care, but without the means to pay, are the beneficiaries of Silverton Hospital Network's school voucher program.

Christine Imdieke's job as the lone school nurse for the entire North Marion School District is difficult enough without adding a moral dilemma component to it.

Yet time and again she found herself having to balance the urgency of a child's need for medical attention with the student's or his family's insurance status.

"If I saw a child who didn't have insurance, I wanted to make sure that, if I sent him to the doctor, he truly needed to go," Imdieke says. "This is a very precarious position to be in as a nurse."

So it was that, when representatives of Silverton Hospital Network asked the school district if there was anything it could do to help as part of its mission of service to local communities, Imdieke had an answer.

Soon after speaking up, she had in her hands vouchers, each good for a free initial visit and a second follow-up visit to the network's Wellspring Immediate Care Center in Woodburn. The vouchers are good for Imdieke to use at her discretion. Each month, she receives additional free passes.

Some months she uses them all; others only a couple. But having them available has taken a heavy burden off her and has been a great service to many area students and families in need.

"I am incredibly thankful to Silverton Hospital for supporting this program," she says. "Without it, some of these kids would not get the care they need. Others might get the care, but it would set their families back further financially."

Ken Hector says the voucher program, which has recently been expanded to include the Woodburn School District, is a natural extension of Silverton Hospital's mission of helping create healthier communities.

"There are a significant number of students in the area whose families are uninsured," says Hector, director of community outreach and governmental affairs for the hospital network. "We're happy to provide the schools with a means to ensure these students can get proper healthcare if they need it."

In most cases, the care being provided through the voucher program is of the routine variety. However, Wellspring Immediate Care manager Becky Walker cites the recent example of one young student who arrived complaining of chest pain and wound up being diagnosed with a collapsed lung.

Most often, though, Walker says her staff is seeing cuts that need stitches, ailments that need antibiotics and other conditions that aren't major but are serious enough to need timely attention.

"I'm really glad this program is available," she says. "Otherwise some of these kids might suffer along and never get the care they need."



Babies 101

Boot Camp for Dads-to-Be gives soon-to-be fathers tips and tools for success.

After the euphoria surrounding his child's birth settled down a little, Robert Arnold, like most first-time dads, found himself asking a simple question: "Now what?"

He found plenty of answers in the unique Boot Camp for Dads-to-Be program offered by Silverton Together! in partnership with Silverton Hospital, which provides space and refreshments for the class. Boot Camp brings soon-to-be fathers together with a facilitator and a "veteran" new dad for a two-hour overview of the job description of a First-Time Father.

"Babies don't come with instruction manuals," says Silverton Together! director Jan Hallowatti. "So the more information we can give new dads, the better prepared they will be to deal with the significant changes in their lives and to care for their baby."

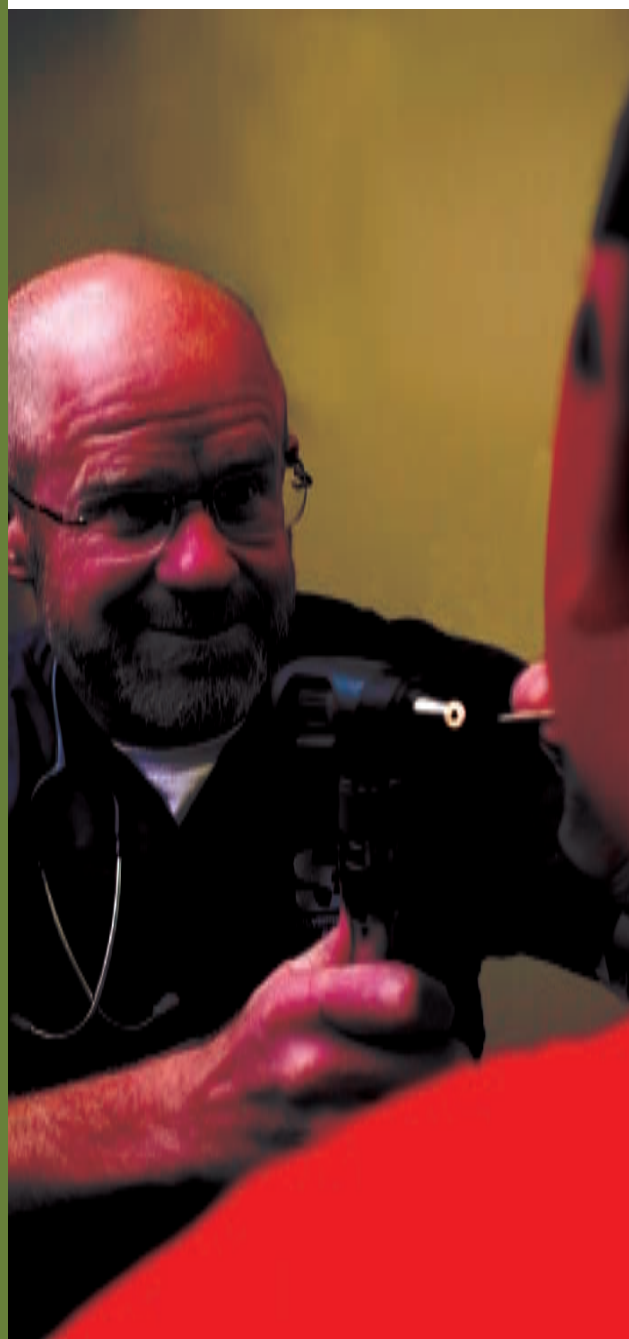
Arnold attended the program just before his daughter was born in February. While he gathered information from a facilitator and insight from another new father who'd already experienced the first several days of fatherhood, Arnold's wife Nancy was treated to a massage.

Massage is used to great effect by program organizers to attract new dads to the program by offering a benefit to their wives as well. The fee for Boot Camp for Dads-to-Be is only \$15; the massage is free.

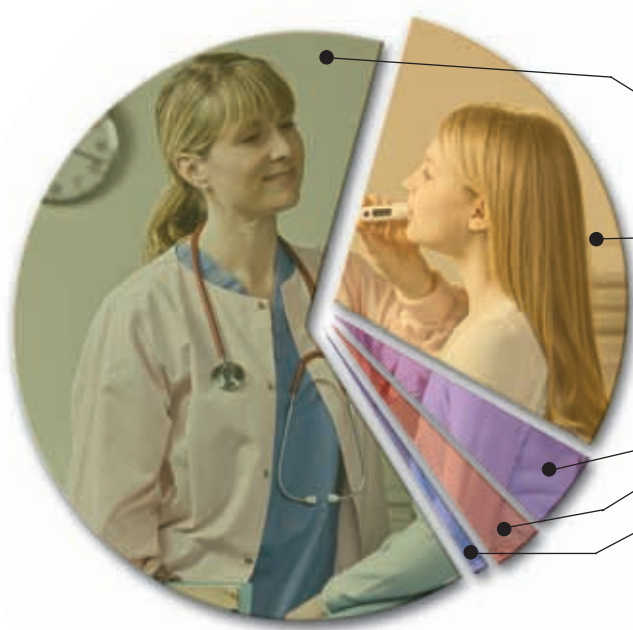
"My wife is the one who heard about the program," Arnold says. "She talked me into going, but it was very useful. The veteran dad shared some experiences he had already had and how he handled them, and the rest of us did the same thing. We all came away with some useful tips."

Arnold wound up returning to Boot Camp later as one of the veteran dads. Larry Kraemer did the same thing about four years ago after he attended the program in Salem, and he remains involved today as Boot Camp facilitator for the Silverton program.

"The dads in attendance tend to dictate the content of each program depending on their interests, but we cover a wide range of topics," Kraemer says. "We talk about preparing for the birth, behavioral issues, baby safety, post-partum issues with mom. We try to provide the information and resources to help the 'modern guy' become an involved and productive participant in his child's upbringing."



Community Benefit Contributions



BENEFIT TO COMMUNITY

TOTAL FOR 2008 \$ 15,349,875

UNPAID COST OF MEDICARE/MEDICAID	\$9,716,659
UNCOMPENSATED MEDICARE	\$6,989,852
UNCOMPENSATED MEDICAID	\$2,726,807
COST OF CHARITY CARE	\$4,877,062
SERVICES FOR IMPORTANT COMMUNITY NEEDS	\$507,103
MC CLAINE STREET CLINIC	\$252,788
COMMUNITY OUTREACH	\$105,956
CARE VAN TRANSPORTATION	\$105,775
FOOT CLINIC	\$42,584
TRANSLATOR SERVICES	\$232,819
UNPAID COST OF EDUCATION PROGRAMS	\$16,232
HEALTH OCCUPATIONS EDUCATION NURSE	\$7,206
SCHOOL DISTRICT NURSE	\$9,026

OUR MISSION

Through Silverton 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

Silverton Hospital Network has established values to support its mission and creed.

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

	CHARITY COST OF UNCOMPENSATED CARE	MEDICARE COST OF UNCOMPENSATED CARE	MEDICAID COST OF UNCOMPENSATED CARE	TOTAL OF COMMUNITY BENEFIT PROGRAMS
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
FY2008	\$4,877,062	\$6,989,852	\$2,726,807	\$15,349,875

Foot Care Clinics

For 18 years, area seniors, individuals with diabetes and many others have relied on the Silverton Hospital Foot Care Clinics for care and services that are critical to their health. The clinics, offered weekly in Silverton and Woodburn, fill an important need for people who can't perform their own self-care because of mobility issues, low vision or diminished strength.



Free Transportation Service

The Silverton Hospital Network's CareVan program continues to serve a critical role in the lives of area residents who have transportation challenges. Last year, approximately 6,884 free rides were provided to and from Silverton Hospital and its affiliated clinics in Silverton, Mt. Angel, Molalla and Woodburn. CareVan is only possible because of the commitment of the staff and volunteer drivers and dispatchers who staff this important community service, which ensures many residents of the area continue to have access to the healthcare they need.

Lifeline

Lifeline subsidies from Silverton Hospital again last year helped support the independent lifestyles of many area seniors living alone. Lifeline is a personal response and security system that gives subscribers access to 24-hour emergency assistance at the touch of a button.

SILVERTON HOSPITAL NETWORK

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