

**Legacy Good Samaritan Medical Center , Fiscal Year End 3/31/12**  
***Optional Supplemental Information***

**1. Describe how the organization assesses the health care needs of the communities it services.**

Legacy Good Samaritan conducted a quantitative and qualitative Community Needs Assessment in FY 12. The Community Needs Assessment was conducted in conjunction with the four other Legacy Health hospitals, i.e., Legacy Emanuel Medical Center, Legacy Meridian Park Medical Center, Legacy Mount Hood Medical Center and Legacy Salmon Creek Medical Center.

Quantitative secondary data focused on demographic characteristics, health factors, and health outcomes derived from a review of national and local research. Data was the most recently available—years range from 2007 to 2010. Data at the primary service area level was used when available, followed by county (Multnomah) and Oregon state in order of preference and availability. Race and ethnicity data is most commonly available only at the county and/or state level.

Qualitative research consisted of interviews conducted by leadership with 66 elected officials (state, county and city) and public sector (public health, human services), faith, business and community members, including representatives of culturally, racially and ethnically diverse and low income communities. Interviewees were intentionally designated based on their direct involvement with organizations and/or issues in the service areas.

**2. Describe how the organization informs and educates patients and persons who may be billed for patient care about their eligibility for assistance under federal, state, or local government programs or under the organization's charity care policy (financial assistance policy).**

Legacy Good Samaritan employs financial counselors and social workers that assist patients in obtaining coverage for their healthcare needs. This includes assistance with workers compensation, motor vehicle accident policies, COBRA, veterans' assistance, Legacy Good Samaritan's financial assistance program, and public assistance programs, such as Medicaid. The criteria for financial assistance under Legacy Good Samaritan's program is determined based on eligibility for insurance coverage, household income, qualified assets, catastrophic medical events, or other information supporting a patient's inability to pay for medically necessary services provided. Specifically, the Legacy Good Samaritan Financial Assistance Program provides an uninsured discount of 15% to patients who have resided within Legacy Good Samaritan's primary service area for a period of six months, are uninsured for hospital care, and have a household income of less than \$100,000 annually. Further discounts are available for patients, on a sliding scale, whose household income is less than 400% of the federal poverty level or roughly \$92,000 for a family of four in Portland, Oregon. For patients whose household income is at or below 200% of the federal poverty level, a full subsidy is available. In addition to the household income criteria, the patients' qualified assets (e.g. 25% of household assets), and other catastrophic or economic circumstances are considered in determining eligibility.

In addition to financial counselors and social workers, Legacy Good Samaritan makes every effort to communicate its Financial Assistance Program to patients. This includes signage in main admitting areas of each hospital and brochures explaining financial assistance in all patient

care areas, as well as in appropriate languages. Financial counselors are available to assist patients in understanding and applying for available resources, including the Legacy Good Samaritan Financial Assistance Program. Legacy Good Samaritan's website also has information about the availability of financial assistance. Legacy Good Samaritan offers financial assistance customer service Monday through Friday, as well as the availability of voice mail so patients can leave confidential, detailed messages during non-business hours. Finally all of Legacy's billing statements include information regarding the availability of financial assistance. If Legacy Good Samaritan requires the use of a collection agency, those agencies are required to provide a telephone number that patients can call to request financial assistance. Annual education is provided to all billing and admitting staff so they can be kept informed of and speak with knowledge about current financial assistance policies and options. Legacy Good Samaritan provides copies of the latest policies in main admitting areas, as well as through newsletters and other publications.

Since 2008, the four county metro area health delivery systems (encompassing all hospitals in the area) and safety net clinics have partnered to establish a seamless, coordinated program to provide care for the low income uninsured, Project Access. This program enables low income uninsured patients to receive continuity of care in earlier stages of acuity due to the collaboration among 2800 providers and all health systems.

**3. Describe the community the organization serves, taking into account the geographic area and the demographic constituents its serves.**

Legacy Good Samaritan is located in one of the original neighborhood establishing Portland--inner Northwest Portland bordering on downtown. The five mile primary service area extends from the Columbia River in the north to south of Highway 99E in the south and from Walker Road in the west to NE/SE 82nd in the east. The service area includes the close in neighborhood communities of Nob Hill, Old Town/Chinatown, Pearl District, John's Landing, Lair Hill, West Sylvan, Garden Home, Multnomah Village, Forest Heights, West Slope, Cedar Mills and others. Some of these neighborhoods include both the wealthiest in the metro area and the very poorest—within blocks of each other. As a tertiary facility, Legacy Good Samaritan draws patients from the five mile primary service area and throughout Multnomah County and even from the other metro area counties. Thus, Multnomah County data is very appropriate to Legacy Good Samaritan's draw.

In November 2010, the Portland State University (PSU) Population Research Center reported the Oregon metro area tri-county population at 1,644,535 residents; with Clark County, the four county area was 2,080,926.

The primary service area included 443,503 people in 2010; projected .5 percent annual growth between 2010 and 2015 is the lowest of Legacy Health hospital service areas. County rankings in the metro are shifting. In 1960, 59 percent of the population lived in Multnomah County; by 2008, it was only 33 percent.

Median age was 37.8 years in Oregon in 2009. Multnomah County was 36.9 years.

By ethnicity, in 2010 the Legacy Good Samaritan primary service area was 74.1 percent non-Hispanic white, 8.6 percent Hispanic, 6.6 percent African American, 5.9 percent Asian, 3.4 percent bi-racial and 0.7 percent Native American. While communities of color are less visible on the inner west of the Willamette River in Legacy Good Samaritan's surrounding neighborhoods, this area is the site of a significant portion of the homeless and here communities of color are disproportionately represented, i.e., often over 25 percent of the population.

Legacy Good Samaritan's charity care costs totaled \$14.1 million in FY 12. Total unreimbursed costs were \$39.3 million.

#### **4. Describe how the organization's community building activities promote the health of the communities the organization serves.**

As a tertiary-care center, Legacy Good Samaritan provides several unique services to the region such as neuroscience services, which includes the Rehabilitation Institute of Oregon, a regional sleep disorders program, comprehensive epilepsy, stroke and brain tumor programs, Devers Eye Institute, kidney transplant services, weight management institute, and a robotic surgical system used for minimally invasive surgeries. In addition, Legacy Good Samaritan provides training for interns and residents through its nationally accredited graduate medical education program, and partners with schools to provide training and education for nursing and other health professionals.

The Legacy Good Samaritan five mile primary service area includes four other large tertiary hospitals, including two trauma 1 centers. Legacy Good Samaritan Medical Center is one of these tertiary trauma 1 centers and located just two miles east of Legacy Good Samaritan. Providence Health and Services operates one of the other tertiary centers three miles west of Legacy Good Samaritan and the other five miles east. The last tertiary and trauma 1 center is OHSU, which is also site of the only medical school in Oregon.

With the long-standing income disparities in the Legacy Good Samaritan area, safety net services have expanded. Multnomah County Health Department operates FQHCs in downtown Portland and inner Northeast. The nonprofit safety net clinics are among the oldest and most credible in Portland. Central City Concern offers comprehensive medical (FQHC), housing, detox sobering, alcohol and drug rehabilitation and employment services for the homeless just one mile from the hospital. Legacy Good Samaritan contracts with Central City Concern to provide recuperative care services for discharged patients in need of housing and other services. Wallace Medical Concern is over 25 years old and also operates a clinic in Old Town Portland; Legacy Good Samaritan provides inkind lab services, a financial donation, board representation and administrative office space on its campus at no charge. Outside In is also an FQHC focusing on the young adult homeless community, a large proportion of whom are LGBTQ.

A local nonprofit, Project Access NOW, links uninsured low income individuals to providers and health system services providing services at no charge. All of the health systems in the metro area are very involved with this program. Legacy Health, in addition to providing clinical services, provides cash donations and office space to the administrative offices of Project Access NOW, inkind, on the Legacy Good Samaritan campus. Legacy Good Samaritan's internal

medicine residency program operates a teaching clinic on-site serving the low income and uninsured.

Legacy Good Samaritan has recognized that nonprofit organizations spend valuable dollars on office space and infrastructure — dollars better spent on meeting their missions. As a result, Legacy Good Samaritan has provided free office space and other infrastructure services to nonprofit organizations on its campus. Additionally, Legacy Good Samaritan provides meeting space to a variety of not for profit organizations free of charge to further their respective missions within the community.

**5. If the organization is part of an affiliated health system, describe the respective roles of the organization and its affiliates in promoting the health of the communities served as well as any community benefit provided on behalf of the hospital.**

Legacy Good Samaritan is a subsidiary of Legacy Health (Legacy). Legacy is an integrated health system based in Portland, Oregon and primarily operates five acute care hospitals, a children's hospital and related services (e.g. physician practices, hospice, preferred provider network) in the greater Portland, Oregon and southwest Washington area.

The Legacy Health Board is comprised of community and business leaders as well as representatives of the medical staff. The Legacy Good Samaritan medical staff is open, with physicians submitting credentialing information reviewed according to Legacy Good Samaritan policies and standards.

While there is investment in a variety of community-based activities and programs as a part of its non-profit status, an overwhelming majority of Legacy and Legacy Good Samaritan's community benefit comes in the form of providing uncompensated care. Legacy's policy of providing care regardless of the ability to pay makes it one of the region's largest providers of uncompensated care in the four-county metropolitan area.

In 1999, the Legacy Board allocated \$10 million to establish a Community Health Fund from operating revenue to address major community health issues. For more than a decade, about \$500,000 has been granted annually to community-based projects addressing racial and ethnic inequities and root causes. These dollars are in addition to Legacy's other charitable contributions. The Community Health Fund has provided grants since 1999 totaling \$6.4 million. 56% of the grants have addressed racial and ethnic disparities.

Recognizing that education, employment and income inequities exist for communities of diversity, and that health professions are lacking in diversity, Legacy established the Youth Employment in Summer program. African American, Native American and Hispanic youth receive paid summer employment in departments where they worked with health professionals and earned college scholarships between \$2,500 and \$5,000 annually. Students can remain in the program as long as they stay in school and pursued healthcare careers. Some students have remained in this program for as long as seven years and graduated with degrees in a variety of healthcare fields.

In 2010, Legacy Health established the CLEAR/Health Literacy initiative. Communication with patients such that patients both understand AND can act on the information required of and provided to them is critical to their health outcomes. Patients must use information to navigate the health system (complete insurance and government forms, sign consents, schedule appointments), manage diseases and acquire preventive screenings. Providers (defined as all staff interacting with or developing materials used by patients) are responsible for ensuring that patients can act on the information provided. In 2012 and funded by the Community Health Fund, Legacy Health hosted the first Oregon and SW Washington Health Literacy Conference—360 people from 69 organizations attended. Legacy Health is now the recognized leader in moving health literacy forward both in the health delivery system and broader community.

In addition to the Community Health Fund, Legacy provided cash donations to local health and human service, education, economic development and civic organizations. Donations focus on organizations with year-round relationships through programs and board representation. A few examples include The Wallace Medical Concern, Friendly House, Loaves and Fishes and Donate Life Northwest.

Legacy encourages and supports employee volunteerism. Legacy donates \$100 to nonprofit health, human service or education organizations in honor of employees who volunteer on personal time 50 hours a year. Employees may receive paid time when volunteering in one or two week time periods in local nonprofit organizations through Legacy's community service leave program.

Non-cash donations of resources include clinical and non-clinical services and items, e.g., screenings and support services, internships, information and referral services and health fairs. Legacy's warehouse is open to nonprofit organizations to obtain surplus equipment and furniture. In addition, conference room space is made available to local nonprofits for Board and community meetings.

A sister hospital, Legacy Good Samaritan, collaborates with other healthcare providers, community-based organizations, business and the public on projects to improve the health of the community. Examples of clinically based partnerships include, among others: CARES NW (Child Abuse Response and Evaluation Services) is a collaboration among three health systems. Clinical staff is involved with local communities through many child safety programs. In 1986, nurses in Good Samaritan Hospital's Level I Trauma Center developed the Trauma Nurses Talk Tough (TNNT) program. Taught by trauma and emergency medical professionals, the program reaches 36,000 people each year. In addition, Legacy staff members conduct free checks to show parents how to properly install car seats. Last year, Legacy staff fit and sold more than 9,000 bicycle helmets to children at a nominal or no fee based on need. Legacy staff members also provide new parents with training to reduce the incidences of shaken baby syndrome and a Safety Store sells child protection devices for the home at nominal charge.

The following summarizes the community benefit provided at other Legacy affiliated entities, other than Legacy Good Samaritan:

	<i>All Other Legacy Affiliates</i>			
	<b>Patient encounters</b>	<b>Total community benefit expense</b>	<b>Direct offsetting revenue</b>	<b>Net community benefit expense</b>
Charity care at cost		53,387,725	0	53,387,725
Unreimbursed costs of public programs				
Medicaid		329,773,791	268,924,670	60,849,121
Medicare		228,606,246	122,787,771	105,818,475
Other public programs		15,061,264	12,894,031	2,167,233
Community health improvement services		6,406,727	4,497,314	1,909,413
Research	n/a	3,694,464	0	3,694,464
Health professions education	n/a	11,493,162	2,965,250	8,527,912
Subsidized health services	n/a	0	0	0
Cash and in-kind contributions to other community groups	n/a	1,090,986	0	1,090,986
Community building activities	n/a	539,588	0	539,588
Community benefit operations	n/a	0	0	0
<b>Totals</b>		650,053,953	412,069,036	237,984,917