

Legacy Good Samaritan Medical Center, Fiscal Year End 3/31/15
Optional Supplemental Information

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

Legacy Good Samaritan Medical Center participated with the 14 other hospitals, four public health departments and two Coordinated Care Organizations in the metro four county area regional Healthy Columbia Willamette Collaborative Community Health Needs Assessment (CHNA) which was used as a base for the Legacy Good Samaritan Community Health Needs Assessment. The regional CHNA obtained information from the community through a variety of venues—surveys and interviews with public health, tribal, regional, state or local health or other departments as well as medically underserved, low income and minority populations and those with chronic disease needs; a review of community engagement/needs assessment projects; and community listening sessions with uninsured and/or low-income community members from diverse culturally-identified and geographic communities. The following lists the organizations surveyed or interviewed:

Adelante Mujeres
Adventist Medical Center
Affordable Community Environments
African American Health Coalition
African Partnership for Health
Albertina Kerr Centers
American Cancer Society, Cancer Action Network, Oregon State
American Cancer Society, Cancer Action Network, Washington State
American Diabetes Association of Oregon & SW Washington
American Lung Association of the Mountain Pacific
American Medical Response
Asian Health and Service Center
Area Agency on Aging and Disabilities of SW Washington
Asian Pacific American Network of Oregon
Basic Rights Oregon
CareOregon
Cascade AIDS Project
Catholic Charities of Oregon
Catholic Charities of Oregon, El Programa Hispano
Catholic Community Services of Southwest Washington
Causa
Centro Cultural
Children's Home Society of Washington
Children's Center
Children's Community Clinic
Children's Health Alliance
City of Wilsonville, Community Center
City of Portland Office of Equity & Human Rights, New Portlander Programs
City of Portland, Office of Neighborhood Involvement, Community and Neighborhood Involvement
City of Portland, Office of Neighborhood Involvement, Diversity and Civic Leadership Program
Clackamas County Area Agency on Aging
Clackamas Service Center
Clackamas County Department of Health, Housing and Human Services

Clackamas County Department of Health, Housing and Human Services, Public Health Division
Clark College, Corporate and Continuing Education
Clark County Community Services
Clark County Public Health
Coalition of Community Health Clinics
Columbia River Mental Health Services
Community Action Organization of Washington Cty
Confederated Tribes of Siletz Indians, Portland
Council for the Homeless Clark County
Cowlitz Family Health Center
Cowlitz Indian Tribe
Disability Rights Oregon
Educational Service District 112 Clark (WA)
Emmanuel Community Services
Familias En Acción
FamilyCare Health Plans
Free Clinic of Southwest Washington
Filipino-American Association of Clark County
Future Generations Collaborative
Health Share of Oregon
Healthy Oregon Partnership for Equity Coalition
Human Solutions, Inc.
Impact NW
Immigrant and Refugee Community Org
Inclusion, Inc.
Independence Northwest
Independent Living Resources
Iraqi Society of Oregon
Janus Youth Programs
Kaiser Permanente NW
Latino Learning Community
Latino Network
Legacy Health
League of United Latin American Citizens, SW WA Council #47013
Los Ninos Cuentan
Luke-Dorf, Inc.
Mentor Oregon Brokerage, Metro
Metropolitan Family Service
Multnomah County Aging and Disability Svs.
Multnomah County Health Department
Multnomah County Mental Health and Addiction Services
Natl. Alliance on Mental Illness-Clackamas Cty
Natl. Alliance on Mental Illness-Clark County
Native American Youth and Family Center
Natl. College of Natural Medicine
National Indian Child Welfare Association
New Heights Physical Therapy Plus
North by Northeast Community Health Center
NorthWest Tribal Epidemiology Center
Northwest Health Foundation
NW Indian Veterans Association, Portland and Vancouver

Oregon College of Oriental Medicine
Oregon Department of Human Services
Oregon Health and Sciences University
Oregon Health and Science University, Oregon Office on Disability and Health
Oregon Health Authority, Office of Equity and Inclusion
Oregon Health Authority, Public Health Division
Oregon Health Equity Alliance
Oregon Public Health Institute
Oregon Latino Agenda for Action
Oregon Public Health Institute
Organizing People, Activating Leaders
PeaceHealth SW Medical Center
Project Access NOW
Providence Health & Services
Q Center
Regional Health Alliance Clark (WA)
Sea Mar Community Health Centers
Second Step Housing Clark County
Self Enhancement, Inc
Sí Se Puede Oregon
Susan G. Komen for the Cure, Oregon and SW
SW WA Behavioral Health, Regional Support
Tuality Healthcare
Tuality Healthcare, ¡Salud! Services
United Way of the Columbia-Willamette
Upstream Public Health
Urban League of Portland
Virginia Garcia Memorial Health Center
Washington County Healthy Start
YMCA of Columbia-Willamette
Washington State Department of Health

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 35% 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 \$97,000 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 NOW. 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 neighborhoods establishing Portland--inner Northwest Portland bordering on downtown. The primary service area extends from the Columbia River in the north to below Highway 99E in the south and from Walker Road in the west to NE/SE 161st in the east. The service area includes the close in neighborhood communities of Nob Hill, Old Town/Chinatown, Pearl District, Goose Hollow, John's Landing, Lair Hill, West Sylvan, Garden Home, Multnomah Village, Forest Heights, West Slope and Cedar Mills. 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 primary service area and throughout Multnomah County. Zip codes for the primary service area include: 97005-97008, 97201-97222, 97225, 97227, 97229, 97230, 97232, 97233, 97236, 97239 and 97266.

The Legacy Good Samaritan primary service area included 942,432 people in 2014 estimated with 5.4 percent growth projected between 2014 and 2019. The majority lives in Multnomah County which showed a 2013 estimated population of 766,135. By ethnicity and race, in 2013 the primary service area was 69.7 percent non-Hispanic white, 12.3 percent Hispanic, 4.7 percent African American, 8.7 percent Asian and Pacific Islander, 3.6 percent bi-racial, .2 percent other race and .7 percent Native American.

While communities of color are less visible on the inner westside of the Willamette River in Legacy Good Samaritan's surrounding neighborhoods, this area is the site of a significant portion of the homeless where communities of color are disproportionately represented.

Multnomah County's median household income (mhi) average 2008-2012 was \$51,582 with 17.1 percent of the population living below poverty. In Multnomah County, non-Hispanic white median household income at \$55,346 compared to Asian at \$54,561, Hispanic/Latino at \$36,572, American Indian/Alaska Native at \$29,695 and Black/African American at \$27,347. Families living below poverty level show non-Hispanic white at 7.9 percent relative to Asian at 12.6 percent, two or more races at 19.6 percent, Black/African American at 32.6 percent, Hispanic/Latino at 30.7 percent and American Indian/Alaska Native at 35.5 percent. The 2011 overall high school graduation rate in Multnomah County was 67.2 percent. Portland School District shows a 15 percentage point difference between the non-Hispanic white student population and African American and Hispanics.

The Dignity Health and Truven Health Community Needs Index (CNI) is accepted as the national standard in identifying communities with health disparities and comparing relative need. CNI for the four county area shows (scale of 1 low need to 5 high need) two of the top nine in close proximity to Legacy Good Samaritan: 97205-Goose Hollow and 97209-Old Town. Legacy Good Samaritan's focus is the highest Community Needs Index zip codes in its area which include: 97209-Old Town, 97205-Good Hollow, 97204-Downtown, 97201-Downtown and 97210-Nob Hill.

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. 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. The Wallace Medical Concern, which recently became a FQHC, is over 25 years old and also operates a clinic in Old Town. Outside In is also an FQHC in downtown Portland focusing on the young adult homeless community, a large proportion of who are LGBTQ. SW Community Health Center is a volunteer staffed safety net clinic serving a hidden pocket of immigrant populations; Legacy Good Samaritan Internal Medicine residents volunteer at the clinic.

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

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.

Legacy Good Samaritan collaborates with other health care providers, community-based organizations, business and the public on projects to improve the health of the community. Over 20 years ago, Legacy Good Samaritan recognized that nonprofit organizations spend valuable dollars on office space and infrastructure — dollars better spent on meeting their missions. Legacy Good Samaritan provides free office space and other infrastructure services to four nonprofit organizations on its campus—Project Access NOW, LINKS, The Wallace Medical Concern and the Lions Eye Bank Foundation.

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.

Legacy Good Samaritan's sister hospital, Legacy Emanuel Medical Center is involved with local communities through many child safety programs. In 1986, nurses in Legacy Emanuel's Level I Trauma Center developed the Trauma Nurses Talk Tough (TNTT) program. The American Hospital Association awarded the TNTT program its NOVA Award. 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 8,000 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.

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.

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 and related services (e.g., physician practices, hospice, preferred provider network) in the four county metro area of Portland and SW Washington.

In 1998, the Legacy Health Board approved a \$10 million Community Health Fund from operating revenue to address major community health issues. About \$500,000 annually has been granted to community-based projects addressing racial and ethnic inequities and root causes. These dollars are in addition to the system's generous charitable contributions. The Community Health Fund has provided 47 grants since 1998 totaling over \$7.8 million—56 percent addressing disparities among communities of color. An example grant was the two year, \$99,000 grant to provide culturally specific support services for kindergarten through third grade African refugee children and their families to increase school success in SW Portland.

In 2010, Legacy Health established the 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. Between 2012 and 2015, funded by the Community Health Fund, Legacy Health hosted an annual Oregon and SW Washington Health Literacy Conference—500 people from 80 organizations attending each. Legacy Health is the recognized leader in moving health literacy forward both in the health delivery system and broader community.

In 1999, 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. Fifteen African American, Hispanic and Native American youth receive paid summer employment in departments where they work with health professionals and college scholarships between \$2500 and \$5000 annually. Students remain in the program as long as they remain in school and pursued health careers. Some students remain in the program as long as seven years—graduating with imaging tech degrees, bachelor

degrees in nursing, etc. The vast majority of the students are the first in their families to go to college.

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—specifically focused organizations addressing disparities. A few examples include Native American Rehabilitation Association, Friendly House and Outside In. In addition, Legacy Health provided \$15,000 to and internal medicine residents volunteered at the local safety net clinic serving significant Muslim and/or African populations.

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

	<i>All Other Legacy Affiliates</i>			
	Patient encounters	Total community benefit expense	Direct offsetting revenue	Net community benefit expense
Charity care at cost		20,984,408		20,984,408
Unreimbursed costs of public programs		359,401,678	234,007,646	125,394,032
Medicaid		410,837,589	363,210,218	47,627,371
Medicare		12,778,076	10,763,161	2,014,915
Other public programs				-
Community health improvement services		6,695,041	5,755,753	939,288
Research	n/a	3,556,144		3,556,144
Health professions education	n/a	10,560,095	3,618,117	6,941,978
Subsidized health services	n/a			-
Cash and in-kind contributions to other community groups	n/a	1,067,048		1,067,048
Community building activities	n/a	814,519		814,519
Community benefit operations	n/a			-
Totals		826,694,598	617,354,895	209,339,703