

**2015 Community Benefit Report  
Kaiser Sunnyside Medical Center/Kaiser Westside Medical Center  
Kaiser Foundation Hospitals  
Supplemental Information to  
Oregon's Office of Health Policy and Research**

## **Overview**

The Northwest Region of Kaiser Permanente was founded in 1945 as part of Kaiser Foundation Hospitals and Kaiser Foundation Health Plan, Inc. Our mission is: *"to provide high-quality, affordable health care services to improve the health of our members and the communities we serve."*

Kaiser Foundation Health Plan, Inc. and Kaiser Foundation Hospitals, are separate corporations governed by an identical board of directors.

- **Kaiser Foundation Health Plan of the Northwest** is a tax-exempt subsidiary of Kaiser Foundation Health Plan, Inc., and provides comprehensive health care services for members. These services are provided in part through contracts with Northwest Permanente, P.C., Physicians and Surgeons and Permanente Dental Associates, P.C.
- **Kaiser Foundation Hospitals** contracts with Kaiser Foundation Health Plan of the Northwest to provide inpatient hospital services for members of the health plan. Kaiser Sunnyside Medical Center and Kaiser Westside Medical Center are tax-exempt divisions of Kaiser Foundation Hospitals.

As a community-based organization, we invested \$141.6 million to address community needs in 2015. Kaiser Foundation Hospitals provided \$49.7 million and Kaiser Foundation Health Plan of the Northwest provided \$91.9 million to our local communities.

## **Our Role in Promoting the Health of the Communities We Serve**

Kaiser Permanente Northwest (KPNW) is committed to improving the health of communities beyond the population of patients served by its facilities. Annual Direct Community Benefit Investments are a fundamental embodiment of the organization's ongoing commitment to improve general wellbeing within the broader community.

In 2007, the Board of Directors of Kaiser Foundation Health Plan, Inc. and Kaiser Foundation Hospitals refined the focus of the organizations' Community Benefit programs and established the following priority areas which have come to be known as "Streams of Work":

- **Care and Coverage for Low-Income People** – We create and support programs that lower the financial barriers for the underinsured and uninsured.
- **Safety Net Partnerships** – We build partnerships with community clinics, local health departments, and local community organizations that provide health services. Through these partnerships we provide funding, technical assistance, dissemination of care management and quality improvement technology to help improve care and expand treatment capacity for vulnerable populations.

- **Community Health Initiatives** – We support innovative efforts to increase nutritious foods, physical activity, economic vitality, safety and wellness in local schools, workplaces and neighborhoods.
- **Education and Research** – We improve health care by sharing our knowledge: educating practitioners, empowering students, advancing research, empowering consumers and informing policymakers about evidence based care and health.
- **Community Engagement** – We seek to strengthen the important work of community nonprofits through capacity building, strategic partnerships, and employee engagement. These efforts reinforce relationships and goodwill within the community and with important stakeholders.

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

We regularly engage with the community we serve to identify key health needs and develop programs and services to meet those needs. In 2013, KPNW completed a community health needs assessment process with the support of the Kaiser Permanente national office (<https://share.kaiserpermanente.org/article/community-health-needs-assessments/>). This assessment guides our Community Benefit work and allows us to take a more in-depth look at the health of our Northwest region and create an implementation plan to guide our work in the community and measure our impact. The five community health needs KPNW is addressing are:

- Access to healthcare
- Nutrition and physical activity related chronic disease
- Mental health
- Maternal and infant health
- Oral health

Additionally, KPNW is participating in Healthy Columbia Willamette Collaborative (HCWC), a regional group that includes four Portland metro-area county public health departments and fifteen hospitals and two Coordinated Care Organizations (CCOs), all participating in a community health assessment process. KPNW includes eleven counties in the needs assessment, including the four counties mentioned above. Participation in HCWC allows KPNW to contribute to and learn from a broader regional effort to improve community health and identify partners to collaborate on community health improvement planning.

**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.**

Kaiser Permanente has two programs for offering patients financial assistance: the Medical Financial Assistance (MFA) Program and the Charitable Care and Coverage Program. These programs help families and individuals who are unable to meet all or part of the cost of medical or dental care. Kaiser Permanente also participates in Medicaid and contracts with state, local and managed care entities to provide medical, dental and pharmacy services. Each program has its own communication strategy to inform and educate patients who may qualify for these programs.

### **Medical Financial Assistance Program**

The Medical Financial Assistance program (MFA) provides financial assistance for qualifying patients who need help paying for emergency or medically necessary care they receive in a Kaiser Permanente facility or by a Kaiser Permanente provider. The program is designed to assist as many patients as reasonably possible and is generally available to people in greatest financial need, including those experiencing unusual or unfortunate circumstances, regardless of whether the patient has health coverage or is uninsured.

Kaiser Permanente has 14 Financial Counselors in the region to determine patient eligibility and assist with MFA applications as well as other Federal, State and local programs designed to support patients with an inability to pay for medically necessary care.

Patients seeking financial counseling can:

- Pick up a MFA application at any Registration or Membership Services desk
- Visit our website [www.kp.org/mfa/nw](http://www.kp.org/mfa/nw)
- Call Membership Services (503-813-2000, or 1-800-813-2000, or TTY: 711. Monday – Friday, 8 a.m. – 6 p.m.)
- Stop by the Financial Counseling office at one of the following locations:
  - Sunnyside Medical Center
  - Westside Medical Center
  - Beaverton Medical Office
  - Cascade park Medical Office
  - East Interstate Medical Office
  - Longview-Kelso Medical Office
  - North Lancaster Medical Office
  - Rockwood Medical Office

KPNW also has a Dental Financial Assistance program that operates similarly to the Medical Financial Assistance program. The Dental Care Program provides financial assistance to help pay dental expenses for patients, both member and nonmembers, who meet qualifying guidelines for services obtained at any KPNW dental offices.

In addition to the traditional MFA for insured and uninsured, KPNW has developed several Community Medical Financial Assistance (CMFA) programs in collaboration with community-based organizations to provide an additional access point for low income uninsured patients to receive charity care services at KPNW facilities or from Permanente providers. Patients are referred to the community MFA programs by one of the community-based organizations.

### **Charitable Health Coverage**

The Northwest Charitable Health Coverage program is the Child Health Program Plus (CHPP). CHPP is available to children of low income families who reside and attend school in one of 26 Portland and Salem metropolitan school districts and who do not have access to health insurance. CHPP provides comprehensive medical, dental and prescription coverage to children enrolled in kindergarten through 12th grade.

Participating school districts partner with Kaiser Permanente to develop relationships with uninsured children at schools within these districts and also provide staff support to ensure that children are and remain enrolled in available health care programs until the child is eligible under another program or product or the child graduates from high school. These

school districts also provide language and enrollment support for families who are non-English speaking or speak English as a second language.

KPNW's Child Health Program Plus is open year round. Information about the CHPP and how to apply are available to the general public in English and Spanish. Program information is available upon request by:

- Calling Member Services 800-464-4000 (toll free)
- Mail to Charitable Health Coverage Operations
- Visiting Kaiser Permanente website
- Contacting designated community-based agencies

### **Medicaid**

Medicaid eligibility is determined by each State. As Medicaid beneficiaries enroll through their state or county rather than enrolling directly into a KFHP plan, the enrollment process can take prospective members many steps to get to a KFHP medical center's door. In response to the complex enrollment process, regional and national program managers developed new communication tools and resources to support Medicaid members through a guided enrollment experience.

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

KPNW provides hospital services from two hospital facilities, Kaiser Sunnyside Medical Center (KSMC) and Kaiser Westside Medical Center (KWMC). As an integrated health care delivery system, KPNW also provides high-quality primary, specialty, dental care and community benefit support to geographic areas outside our hospital service area. KPNW has identified communities served in terms of a *primary* and *secondary* geography to assess need for both our hospital service areas and other communities where we also have an impact on health.

Sunnyside and Westside Medical Centers' service area is defined geographically by a four county grouping, referred to as the Portland Metro Area. The Portland Metro Area is KPNW's *primary* service area. KPNW provides services, has membership, and supports community health in two other areas outside the Portland Metro Area, referred to as SW Washington and Mid-Willamette Valley. From a hospital perspective, SW Washington and Mid-Willamette Valley make up KPNW's *secondary* service area.

KPNW serves seven counties in Oregon: Clackamas, Columbia, Marion, Multnomah, Polk, Washington, and Yamhill; and four counties in Southwest Washington: Clark, Cowlitz, Skamania, and Wahkiakum. All of these counties were included in this assessment. To align with community collaborative work and to better understand and address need across the entire KPNW region, these eleven counties have been logically grouped into service areas:

- *Primary hospital service area:* Portland Metro Area (Clackamas, Clark, Multnomah, Washington counties)

- *Secondary hospital service areas:* SW Washington (Cowlitz, Skamania, Wahkiakum counties), Mid-Willamette Valley (Marion, Polk, Yamhill counties), and Columbia County.

**Race and Ethnicity** — In the KPNW region, similar to Oregon and Washington as a whole, the majority of the population – approximately 83% – identifies racially as “White” with variation across service areas and within each county. The second largest racial category in the KPNW region is “Some Other Race,” followed by “Multiple Races.” The Portland Metro Area has a considerably higher percent of residents who identify as “Black” and “Asian” compared with Mid-Willamette Valley and SW Washington. A considerably higher percentage of the population in Mid-Willamette Valley identifies as “Some Other Race.” Overall, more than 300,000 residents or 11.7% of the KPNW population identify as Hispanic. There are more Hispanic residents in the Portland Metro Area compared with the other two service areas. However a considerably higher percentage of the service area population for Mid-Willamette Valley is Hispanic as compared with both Portland Metro Area and SW Washington.

In our community interactions, we track health disparities based on racial, ethnic, and cultural differences and are committed to addressing these disparities and creating health equity in our communities. This commitment is woven throughout the Community Benefit portfolio and is a key principle that guides and shapes strategies and approaches for implementation. This places issues of disparities, equity, and diversity at the core of the organization, and helps provide direction to where we can have the greatest impact. Given the high proportion of communities of color that still struggle with access to health care and the high levels of poverty that exist within these communities, we understand that the needs for medical and dental care are pressing among these communities. We actively address these needs through initiatives such as the Safety Net Partnership strategy to strengthen the system of community clinics to improve diabetes management and provide preventative oral health care in communities of color with significant disparities.

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

*Note: The organization reported all activities offered to the community as community health improvement activities, rather than making a distinction between community health and community-building activities.*

Some of our community health improvement activities directly address the social determinants of health. The following section on the Kaiser Permanente Community Fund will highlight that work. Please read the response to question five for more details about the rest of our community health improvement activities.

**Kaiser Permanente Community Fund** — The mission of the Kaiser Permanente Community Fund (KPCF) at the Northwest Health Foundation is to improve the health of communities throughout the KPNW service region, with a specific focus on addressing the “upstream” factors (also known as the social determinants of health) that create or inhibit community health. Over the past eight years, KPCF has advanced important initiatives in many social determinants of health. In 2013, KPCF Advisors selected three specific social determinants of health that build on community momentum and have the greatest opportunity for long-term impact:

- **Healthy Beginnings and Early Childhood Development** — Research has long established the critical role that the first few years of a child's life play in their lifelong health, as well as their educational, economic and social success. In 2015, KPCF funded five projects that addressed expanding access to quality early childhood development programs in order to set children on a positive life course.
- **Educational Attainment** — Few factors influence health more than educational attainment. For example, Americans with a college degree can expect to live nearly six years longer - with better overall health - than those who do not graduate from high school. In 2015, KPCF funded four projects that aimed to close these gaps and create better outcomes for all students.
- **Economic Opportunity** — A healthy region requires a healthy economy. Access to stable, family-wage jobs has been shown to positively affect health, while a dearth of such opportunities compromises health. Our prolonged economic slump has revealed the limits of traditional top-down economic development strategies, which often leave behind those who could most benefit from more intentional efforts. In 2015, KPCF funded three projects that created opportunities for economic advancement using more targeted, community-driven approaches, with encouraging results.

**Environmental Stewardship** — Additionally, KPNW contributes to community building through its commitment to protecting and improving the natural environment as a key component of our mission to improve healthcare quality and affordability. To fulfill this commitment, KPNW maintains a governance structure for environmental stewardship that enables the organization to continuously improve its environmental performance. This structure includes clearly defined roles, responsibilities, plans and routines, and has resulted in five organization-wide focus areas that have been selected based on their ability to have the most impact on the environmental forces that shape environmental- and human-health:

- Finding safe alternatives to harmful industrial chemicals
- Responding to climate change
- Promoting sustainable farming and food choices
- Reducing, reusing, and recycling to eliminate waste
- Conserving water

In each of these focus areas, KPNW has established ambitious goals, implemented initiatives, achieved measurable improvements, and regularly reported progress to our Board of Directors, our staff, and the communities we serve.

Westside Medical Center is a LEED Gold certified building with more than 100 green initiatives. The facility uses 6.5 million fewer gallons over the course of a year than a traditional health facility. It uses 27 percent less energy overall. It used materials free of dioxins, lead, cadmium and mercury throughout the facility. Its parking garage is lit by solar panels purchased from its Hillsboro neighbor SolarWorld. The garage's LED lighting saves some 300,000 annual kilowatt hours, enough power to provide electricity to 27 Oregon homes each year.



**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.**

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- **Kaiser Foundation Health Plan of the Northwest** is a tax-exempt subsidiary of Kaiser Foundation Health Plan, Inc., and provides comprehensive health care services for members. These services are provided in part through contracts with Northwest Permanente, P.C., Physicians and Surgeons and Permanente Dental Associates, P.C.
- **Kaiser Foundation Hospitals**, contracts with Kaiser Foundation Health Plan of the Northwest to provide inpatient hospital services for members of the health plan. Kaiser Sunnyside Medical Center and Kaiser Westside Medical Center are tax-exempt divisions of Kaiser Foundation Hospitals.

Kaiser Foundation Health Plan of the Northwest and the two Kaiser Foundation Hospitals share a centralized Community Benefit Department, serving the eleven county region. Costs are allocated between the two entities. This structure promotes a single, comprehensive, region-wide approach to Community Benefit. Combining the resources enables Community Benefit to develop regional implementation strategies and address the prioritized community health needs with broad reaching initiatives. A holistic approach also helps to address social and environmental factors that influence individual health outcomes, and to identify and target health disparities at local and regional levels, in close partnership with local community and hospital leaders.

**Streams of Work**

The Northwest Region of Kaiser Permanente invested \$141.6 million in the community as represented in the following five streams of work:

**1. Care and Coverage for Low-Income People— \$125.0 million**

This stream of work creates and supports programs that lower the financial barriers for the uninsured and underinsured.

**Charitable Care —** In the Northwest, we provide charitable care through two programs, Medical Financial Assistance and Charitable Care and Coverage. See the response to question two for more details about our Charity Care program.

- **Medical Financial Assistance —** We provided medical services to help patients with limited resources (both insured and uninsured) pay for medical and dental care. Assistance was approved for 75,330 outpatient encounters and 10,418 inpatient days. During 2015, 14,567 patients were served.

These MFA numbers include our Community Medical Financial Assistance program amounts.

- **Project Access Programs —** KPNW partners with Project Access NOW in Multnomah, Washington, Clark, and Clackamas Counties and the Medical

Foundation of Marion and Polk counties in a broad based community initiative that builds access to health care for low income and uninsured people through the provision of donated medical services. In 2015, 216 patients were served through this program.

- **Susan G. Komen of Oregon & SW Washington** — KPNW partners with Susan G. Komen of Oregon & SW Washington in their Poder y Vida Initiative to address the high rates of late stage breast cancer diagnosis in the Latina community in the NW region. This multi-year initiative aims to increase screening rates, improve knowledge and awareness in the Latino community around breast health and reduce late stage diagnoses. In 2015, 741 patients received mammography and other medical services through the program.
- **Chronic Care Program** — Community Benefit initiated a Chronic Care Program to provide patients who have been diagnosed with a chronic disease or condition with financial assistance awards with extended durations to cover on-going out of pocket expenses such as co-pays and deductibles for services at any KPNW facility. In 2015, 933 patients enrolled in the program.
- **Charitable Care and Coverage** — We provided medical and dental services to low-income adults and children who were not eligible for standard Medicaid or privately funded coverage. Through the Child Health Plan, 3,957 individuals were able to access health care services, including labs, x-rays, and pharmaceuticals, in 2015.

**Oregon/Washington Medicaid Programs** — KPNW's Health Plan provides medical care and treatment to these members. In Oregon, KPNW partners with the Oregon Health Plan as a direct contractor, and Health Share of Oregon as a fully capitated, risk-accepting entity. In Washington, KPNW participates as a fully capitated contractor of Molina Healthcare of Washington. KPNW is a direct contractor with the Oregon Health Plan in Marion and Polk counties and continues with the Provider Care Organization contract.

In 2015, KPNW served 48,054 members through the Oregon Health Plan and Health Share Oregon, and served 8,224 members through Molina Healthcare of Washington for a total of 56,278 unique members served, representing an increase of 55% over 2014.

Dental care is a crucial component of total health. Research has shown that dental care combined with medical care improves health outcomes for members and the bottom line for insurers. In 2014, KPNW began to offer dental care alongside its medical care to Medicaid beneficiaries for the same reasons it offers it to its members: better health outcomes and better patient experience. In 2015, KPNW provided dental care to approximately 1,955 adult Medicaid members.

## **2. Community Health Initiatives — \$2.7 million**

The Community Health Initiatives (CHI) strategy aims to improve the health of individuals, families, and communities by addressing the social, economic, and environmental determinants of health. The role of the community is vital to creating the conditions of health as well as the importance of non-medical resources in communities that promote well-being and prevent disease. The central premise of this approach is that excellent medical care alone is not sufficient to create healthy communities. In 2015, we contributed to the following:



**HEAL Communities** — The HEAL (healthy eating active living) Communities Initiative funds six collaboratives working to improve places and systems that support healthier choices ultimately leading to better health outcomes; The work of this initiative is focused in schools and neighborhoods where people are disproportionately affected by chronic disease. We have dedicated \$1.5 million and other technical assistance over 3.5 years to the six collaboratives in order to achieve improved community health.

**Active Transportation** — KPNW works with local agencies and non-profit organizations to promote walking, biking, and use of public transportation as healthy modes of transportation and physical activity. We bring health expertise to advisory boards, and influence policies that make walking, biking, and transit safe and accessible. We support Safe Routes to School programs and events like Portland Sunday Parkways that opens our streets for fun physical activity.

**HEAL Cities** — HEAL Cities helps civic leaders create healthy communities across Oregon. In partnership with Oregon Public Health Institute and the Oregon League of Cities, the initiative focuses on facilitating Healthy Eating Active Living (HEAL) policy adoption, providing technical assistance on policy implementation, and catalyzing collective action to reduce health disparities and increase access to HEAL options. By the end of 2015, 29 Oregon cities joined the campaign and were on a path to create healthier communities.

**Thriving Schools** — **Thriving Schools** is a comprehensive effort to create a culture of health and wellness for students, staff, and teachers in K-12 schools. In 2015, Thriving Schools included programs such as the Educational Theatre Program, Playworks, School Based Health Centers, and Safe Routes to School.

3. **Safety Net Partnerships Stream of Work — \$1.3 million**

Safety Net Partnerships provide support to community health centers, local health departments and other community-based organizations that serve on the front lines of health care for the uninsured and underserved. Through this work our goal is to ensure a strong safety net exists in our region to provide high quality, affordable health care to improve community health and achieve health equity.

**Quality Improvement** — We share quality improvement and chronic disease management strategies to reduce health disparities, manage chronic conditions, integrate prevention and behavioral health, and strengthen the social, cultural and environmental factors that promote wellness. Some examples of this work in 2015 include:

- **Oregon Children's Dental Health Initiative** – We contributed funding for grants as well as support for the evaluation and learning community of grantees, in addition to our own clinical expertise. This initiative is promoting and supporting school-based oral health services for children in 15 areas across Oregon, including six projects in the KPNW service area.
- **One Key Question** - The Oregon Foundation for Reproductive Health has developed "One Key Question" to help primary care providers address

pregnancy planning and prevention with their patients. We have provided funding in 2014 and 2015 to the Oregon Foundation for Reproductive Health to develop the protocol for electronic health records and provide technical assistance to safety net clinics wishing to implement the process.

**Leadership Development** — We provided continuing medical education, along with leadership and professional development opportunities to community physicians and other health care leaders in our community through our Continuing Medical Education department, our national Care Management Institute and our Safety Net Endowment at the Institute for Healthcare Improvement. In 2015, we provided scholarships and travel stipends to 45 different safety net partners to access 9 separate offerings. Our Continuing Medical Education program provided training to an additional 633 community members.

**Improving Access to Care** — We are committed to improving access to health services and the transformation of care delivery to meet the challenges of health care reform. Efforts to improve access and transform care include work to:

- **Behavioral Health Services for Vulnerable Communities** — Providence Health Plan and KPNW have partnered to create a donor-advised fund administered by the Oregon Community Foundation to support a grant initiative to address the prevailing needs within the mental and behavioral health arena.
- **Specialty Care Access** — We focus on supporting the various Community Access programs in our region by accepting referrals for uninsured patients into the region's medical offices and providing grant funding to the organizations running those programs. In 2015, KPNW supported Project Access NOW, the Medical Foundation of Marion & Polk Counties, Cowlitz Free Medical Clinic and Free Clinic of SW Washington.
- **School Based Health Centers** — In 2014, KPNW launched a 3-year School-Based Health Center (SBHC) funding initiative to support the development of new SBHC's in the NW region and increase the ability of existing SBHCs to provide behavioral health services to adolescents.
- **Community Supported Clinic Grant Initiative** — In 2015, we began a new initiative and partnership with Providence Health & Services designed to assist community-supported clinics in expanding access to care for more people and building sustainable organizational infrastructures. In 2015, we contributed to 9 community-supported clinics to expand their hours and services, build staff and board capabilities, and grow their cultural competencies and health information technologies.

#### **4. Education and Research — \$9.9 million**

This fourth stream of work helps improve health care by sharing knowledge with practitioners, advancing research, empowering consumers, and informing policymakers about the evidence-based care and practices that promote health.

**Research** — In 2015, we contributed to the Kaiser Permanente Center for Health Research, the Northwest Region Medical Library, and the Tumor Registry. The Center

for Health Research is a leader in scientific research on medical investigations and in 2015, published 167 journal articles, and is currently working on 15 research studies that address community health needs identified in the 2013 Community Health Needs Assessment.

**Education and Training for Health Care Professionals** — KPNW supports physician education as a community benefit to meet the organization's mission to create healthier communities, teach medicine in an integrated healthcare setting, and support the need for culturally responsive and patient-centered care. Community Benefit supports residency and fellowship programs, nursing education, and student scholarships. In 2015, KPNW trained 335 medical residents, interns, fellows, and non-nursing allied health professionals through its Graduate Medical Education program; 439 nursing students through its nursing education and training program; and 506 community members from local county health departments and community health clinics through its Continuing Medical Education & Professional Development program.

**Scholarship Program** — KPNW has a long history of supporting health care education, workforce diversity, and community involvement. The objective of the Kaiser Permanente Health Care Career Scholarship Program is to improve community health by promoting educational attainment and diversifying the local health care workforce. In total, 164 students were selected to receive scholarships; 141 were high school students and 23 were college students. A total of \$514,000 in scholarship funds were awarded.

**Internship Program** — KPNW supports a formal 10 week Internship Program designed to recruit a diverse group of college interns to gain healthcare work experience, specifically targeting women, minorities, veterans, and the disabled. In 2015, we had 60 paid high school, undergraduate and graduate interns.

**Student Outreach Programs** — KPNW supports student outreach programs that help students in the K-16 system learn about health care careers and aspire to pursue postsecondary education. In 2015, KPNW partnered with "I Have a Dream" to bring local middle school students to KPNW to learn about the wide variety of career opportunities in health care.

**Teen Volunteer Program** — KPNW encourages students to serve at Sunnyside Medical Center as part of health related classes, honor societies, church youth groups that require or advocate for community service. Teen volunteers are between the ages of 16 and 18, have a GPA of 3.0 or higher, and commit to volunteering two hours per week for a total of 50 hours over the course of several months. In 2015, 70 students from 27 area schools participated in the program.

## **5. Other Community Benefit — \$2.7 million**

**Administrative Costs** — we provide administrative costs necessary for the operations of the Community Benefit program.

**Community Engagement** — KPNW's community engagement efforts seek to strengthen the important work of community nonprofits. These efforts demonstrate KPNW's leadership and build and reinforce relationships and good will within the

community and with important stakeholders. The goal of Community Engagement is to build better communities by engaging staff and connecting resources.

Community Engagement consists of the following programs:

- **Community Giving Campaign** — Annually, KPNW supports the employee Community Giving Campaign by matching employee donations to their favorite nonprofit charities. It is a convenient and powerful way to give back to the community and to support causes chosen by employees. In 2015, 15% of all employees participated in the community giving campaign, raising over \$1.1 million for over 900 organizations.
- **KP Gives Employee Grant Program** — KP Gives was created to enhance community volunteerism of KPNW staff and to expand the presence in local communities. The purpose is to provide grants and donations to qualified nonprofit organizations that align with the Community Benefits streams of work and where KPNW staff volunteer their time. KPNW wants employees to be active in the community, and encourages this by offering grants to qualified charitable organizations where employees volunteer. In 2015, there were 35 contributions made through this program.
- **KPCares Employee Volunteer Program** — KP Cares is a website designed for employees, physicians, dentists, and retirees to make it easy to find meaningful ways to volunteer and help the communities. KP Cares is also a tool to support, manage, and track team volunteer activities, enabling those who want to lead volunteer efforts to recruit and recognize volunteers. In 2015, employees volunteered 10,150 hours.
- **Surplus Property Donation Program** — The Excess Surplus Property Warehouse contains hundreds of items available for donation to local nonprofit organizations. In 2015, we made 31 donations to 17 different nonprofit organizations.
- **Technical Assistance Awards Program** — KPNW's capacity building technical assistance fund provides technical support to help organizations strengthen and build their capacity through training and consultation from consultants in areas such as strategic planning, board development, financial management, effective use of technology, and organizational development. The Kaiser Permanente Fund, administered by the Nonprofit Association of Oregon, provides small grants from \$2,000-\$4,000 to organizations that receive support from KPNW. In 2015, there were 9 technical assistance awards.
- **Partnership Support Donation Program** — KPNW helps build capacity through support to organizations in the following categories; monetary donation, scholarship, sponsorship, in-kind donations, and through consulting and capacity sharing. In 2015, there were 45 donations to 35 organizations.

*Additional information is available by contacting the Regional Community Benefit department at the Northwest Region's administrative offices, 500 NE Multnomah St., Suite 100, Portland, OR 97232, or by emailing [community.benefit@kp.org](mailto:community.benefit@kp.org).*