

**Hospital Name:** Sacred Heart Medical Center Riverbend - Springfield

**Hospital System:** PeaceHealth

**Reporting Period:** FY 2017

## **Community Benefit Reporting – State of Oregon**

### **Optional Supplemental Information**

1. Describe how the organization assesses the health care needs of the communities it serves (Needs Assessment).

To obtain current data or other information relevant to the Health needs of the community SHMC-RiverBend takes into account information from:

- a) Persons with special knowledge of or expertise in public health
  - b) Federal, Tribal, Regional, State and local health departments of agencies
  - c) Leaders, representatives and members of medically underserved, low income and minority populations and populations with chronic disease needs in the community served by the hospital facility
  - d) Review of available published community health data
  - e) Meetings with community groups and public officials; public forums, focus groups and communitywide health asset survey and key informant interviews
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).

Signage and brochures informing patients and/or Guarantors of PeaceHealth's Financial Counseling Programs and Financial Assistance are available at appropriate access areas, including registration, and are also available on [www.peacehealth.org](http://www.peacehealth.org). In addition, Financial Assistance information is provided at least annually to community agencies such as local health departments, Medicaid offices, social service agencies, and physician practices.

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

SHMC-RiverBend serves Southern Oregon, with Lane County being its primary service area. Lane County has 355,000 residents: 17,814 (5%) are preschoolers age 5 or younger, 63,040 (18%) are 5-19 years old, 228,592 (64%) are adults age 20-64, 57,391 (16%) are seniors age 65+ and 29,879 (7.9%) are Hispanic, a 12.8% increase since 2010.

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

- a) The 2013 PeaceHealth CHNA identified the problem of health care access and lack of insurance coverage as the one issue that we wanted to focus on across all of our communities.
    - PeaceHealth worked as part of the community coalitions that were formed across the state for the purpose of helping people sign up for commercial health insurance and Medicaid. By any measure these efforts were successful.
    - Between 2012 and 2015 there was nearly an over 90% increase in enrollment. Enrollment continued to increase in 2015. The enrollment gains resulted in the adult uninsured rate decreasing from 20% to 11% between 2013 and 2015.
  
  - b) The 2013 CHNA also identified significant gaps in crucial behavioral health services in Lane County, leaving local residents with nowhere to turn.
    - SHMC-RiverBend and University District worked together to build a new inpatient Behavioral Health unit, the largest in Oregon (35 beds) and the safety net for Lane County and all communities south of Salem, east to Bend and west to the coast. This expansion was undertaken to meet the need when many healthcare organizations are reducing or eliminating these services to the most vulnerable populations. Services include inpatient hospitalization, intensive outpatient and partial hospitalization programs, a youth hub center, early intervention programs, and telemedicine crisis counseling.
  
  - c) The 2013 CHNA identified many key partners dedicated to directly supporting the Lane County community. SHMC -RiverBend has engaged with them to develop programs and projects to address the community's greatest needs:
    - Partnerships with community health programs including Volunteers in Medicine Clinic, White Bird Clinic, Willamette Family Treatment Centers, Buckley House, Lane Community College, representing \$670,000 in 2013 and \$540,000 in 2014 in cash and in-kind contributions.
    - Participation, partnering and funding of community health improvement projects representing over \$705,000 in 2013 and \$700,000 in 2014, including funding for: behavioral health transition support groups; safe housing for homeless patients discharged from the hospital; short term and long term food and shelter; healthy cooking classes for the public, weight loss, smoking cessation and injury prevention programs; and health screenings and education for chronic disease management.
    - Partnership with Lane Community College healthcare professional training programs representing \$90,000 in local training of future healthcare professionals.
    - Funding and participation in *Live Healthy Lane*.
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.

PeaceHealth hospitals work in concert to conduct CHNAs if they serve the same community or an overlapping community. PeaceHealth hospitals within a network (geographic region) also will work together even when the communities are no overlapping.