

Hospital Name: Sacred Heart Medical Center University District - Eugene

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-University District 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. 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-University District serves the entirety of Lane County. 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. Over the last two years SHMC-University District has significantly expanded crucial behavioral health services.
- The inpatient Behavioral Health unit placed on the SHMC-University District campus and newly opened in November, 2015, is the largest in Oregon (35 beds) and is the safety net for Lane County and all communities south of Salem, east to Bend and west to the coast. This was undertaken to meet the need when many healthcare organizations in surrounding communities are reducing or eliminating these services, and serves the most vulnerable populations in Lane County. This investment represents tens of millions of dollars and ensures that high-level care is available here in our community, close to home.
 - In addition to inpatient hospitalization serving adults eighteen years and over, the new behavioral health unit provides innovative outpatient programs to serve individuals whose symptoms are too acute for outpatient care yet not severe enough to require inpatient hospitalization:
 - Program Services: Treatment is delivered primarily in the form of group therapy, individual and family therapy, and medication management. The group therapy includes Supportive Psychotherapy, Coping Skills, Dialectical Behavior Therapy, Health and Wellness, Relapse Prevention, Journaling, Art Therapy, Movement Therapy, and Pain Management.
 - Partial Hospitalization Program: This program is designed primarily as a step-down from hospitalization and provides participants with individual and group treatment Monday—Friday, six hours each day.
 - Intensive Outpatient Program: This program provides treatment for individuals whose symptoms have not responded well to traditional outpatient care. Patients engage in three hour increments of group intervention for up to fifteen hours a week.
 - Behavioral Health Primary Care Medical Home: Embracing the medical home model, the Behavioral Health Primary Care Medical Home provides continuum of care for individuals undergoing treatment for behavioral health issues who have failed in traditional primary care and medical home settings and whose primary care needs are not being met as a result. Staffed by a nurse practitioner, this program has demonstrated significant reduction of emergency room visits amongst this population.
 - Emergency Department Expansion: To support the newly placed Behavioral Health Unit, the SHMC-University District Emergency Department underwent

significant expansion, increasing the number of Behavioral Health Crisis Rooms from 1 to 9 to serve the needs of the community.

- Youth Hub & Peer Support: As part of the broader statewide Early Assessment and Support Alliance program to help young adults who are experiencing psychosis for the first time, the Youth Hub is a relatively new program that is now expanding, with the help of state grants. PeaceHealth received a \$475,000 state grant to serve up to 75 patients — more than double the number it had been serving for the past several years.

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.