

Mid-Columbia Medical Center
FYE 12/31/2019
Oregon Community Benefit Report
Section 2: Supplemental Information
(to be filed with OR CBR-1)

Community Information

Mid-Columbia Medical Center (MCMC) is located in The Dalles, Wasco County, Oregon, with the population of Wasco County at 26,505. MCMC serves a wide geographic area of rural north central Oregon along the Columbia River. This service area includes Wasco, Sherman and Gilliam counties in Oregon and Klickitat County in Washington State for a combined population total of 52,214. Median incomes and ethnic demographics vary by geographic location. 2018 census data shows median incomes range from \$42,976 to \$50,973.

Wasco County has the largest ethnic diversity with a distribution that is 74% white, 19% Hispanic/Latino, 4% American Indian/Alaska Native and 4% other, statistics which remain relatively unchanged from 2014. Fourteen percent of the population lives below the poverty level and 11% of the population under the age of 65 is uninsured. 2018 data from the Oregon Health Authority cites March 2019 Medicaid program enrollment in Wasco county at 7,778, and 9,843 at December 2018, a decrease of 21%.

In addition to the year-round population, The Dalles experiences an influx of over 15,000 seasonal workers in support of the harvest of its agricultural economy.

Giving Back to Our Community

Mid-Columbia Medical Center is a mission-driven organization whose purpose is:

- To lead and act as a catalyst in promoting health for all people
- To recognize the individual as a whole human being with different needs that must be met enthusiastically
- To communicate a vision of health, art, education, technology and a center for healing which will continually upgrade the quality of life in the community environment in which we live
- To empower people to become partners in their healthcare

Board and senior executive leadership are actively involved in prioritization of community initiatives. A full-time coordinator of MCMC's Community Initiatives department oversees implementation of programs and acts as the primary liaison in community collaborations. Discussion and recommendation of community benefit focus areas centers around five key components: alignment with the organization's strategic plan; likelihood or feasibility of having a measurable impact on the issue; alignment with core organizational competencies; efficient allocation of resources and alignment with partners who have resources allocated toward the issue.

The Mid-Columbia Medical Center Community Benefit Committee (CBC), formed in 2019, is an advisory committee focused on leading community benefit initiatives both inside and outside the walls of the hospital. These activities include improving care and access for vulnerable populations, promoting community health, and engaging in research and education as driven by the Columbia Gorge Health Council's Community Health Assessment. MCMC's Community Benefit Committee consists of representation from our medical staff, nursing leadership, marketing and outreach, financial staff, outpatient clinics and other key staff who contribute to and influence the overall community benefit of our hospital. The CBC is responsible for ensuring that MCMC strategic plans effectively address the specific health needs of our community as identified through the CHA; extending and strengthening MCMC's programs' community benefit services; and championing community collaborations with government, nonprofit, or other healthcare related organizations.

Needs Assessment

Community benefit priorities and allocations are guided by a community assessment process which utilizes quantitative and qualitative data obtained from internal sources as well as assessment data from key community partners. Mid-Columbia Medical Center participated as a member of the Columbia Gorge Health Council (CGHC) in a collaborative needs assessment in 2019 which included input from six county health departments, four hospitals, the local coordinated care organization, social services agencies in the region, health care providers in the service region and consumer's representative of the same. Details on the methodology, participants and regional results are addressed in the Columbia Gorge Regional Community Health Assessment Agency report and health care professional sessions were conducted in order to capture and rank the primary perceived needs in the Gorge region. Overall needs identified were adequate income, stable housing, food, transportation and health prevention and both medical and behavioral health. Access to care was an additional region wide identified issue. The next Community Health Improvement Plan through CGHC is slated for completion in the summer of 2020, this will help guide MCMC's individualized implementation plan.

Many health outcomes and factors remained steady from the 2016 assessment to 2019, of particular concern in Wasco county include a high rate of chronic disease, prevalence of adult and child obesity, teen pregnancy, limited access to healthy foods, dental care and affordable housing, high school graduation rate and a relatively high percentage of the population reporting inadequate social support.

Prevention and Education

Adult and Childhood Obesity

- Mid-Columbia Medical Center partners with those in the community seeking to improve or enhance their health through lifestyle changes and choices, particularly in the areas of obesity and heart disease.
- Free community education lectures featuring the following topics:
 - HPV & STI's in Teens
 - Nutrition & Pain Management
 - Total Joint Replacements
 - Fall Prevention
 - Coping with the Blues

Patient Rehabilitation Services, Center for Mind Body Medicine

- Patient Rehabilitation Services provided community education and assistance in the decision-making process for community members considering total joint replacement
- 39 participants attended the free Mommy Wellness classes; an interdisciplinary program for pregnant and new mothers with children up to two years of age, its purpose is to provide education and exercise designed to promote healthy lifestyle habits for mother and child. The program also addresses baby sign language and development, pelvic health for mothers, baby-mother bonding and lactation support. Mommy wellness targets low income, minority and under-served women and their young children
- Persistent Pain Education Program is an eight-week class which provides education on pain neuroscience, adaptive coping strategies, nutrition, mindfulness, proper medication and sleep hygiene to people who are dealing with chronic pain issues.
- Parkinson's Support Group had 20 attendees with the class focusing on raising awareness for patients and caregivers to advocate for maintaining independence
- Assisted Living Balance Class offered to all residents of Flagstone Assisted Living and The Dalles Senior Center; balance and fall risk screening and consultations were offered
- Center for Mind Body Medicine offered monthly Mindfulness Meditation and Breath classes throughout the year, with focus on lowering stress and anxiety through meditation and breathing. Further goals to help reshape the relationship with mental and physical pain and reduce 'brain chatter.' These classes were free to the community

Poverty and Uninsured

Our Patient and Visitor Services staff take an active role in assisting low-income and under- / un-insured patients (there are some exemptions in place to the individual mandate required by the Affordable Care Act) with completing applications for the Oregon Health Plan. Applications (in English and Spanish) are available at registration and in-Patient Accounts in both the hospital and the outpatient clinics. This application packet outlines the process and provides phone numbers and contact information for assistance with enrollment; staff hours are also actively dedicated to assisting in the Presumptive Eligibility program

Other Meaningful Contributions in the year 2019

- MCMC facilitates a variety of support groups on a regular basis, including
 - Monthly Stroke Club
 - Monthly Family Support Classes
 - Parkinson's Support Group
 - Pre- or Borderline Diabetes Class
 - Survivorship (post-cancer) Support Group
- Car seat evaluations and free bike helmets and fittings are available year-round through our Emergency Department

- MCMC provides mentoring and internship programs designed to help train existing and future care providers such as pharmacy technicians, EMS technicians, medical assistants, health information management students, childcare providers, radiological technicians, nurses and rural health providers
- Physicians and nurses provide access to free or reduced cost primary care; MCMC also provides school nursing services at the elementary age level for local schools
- Provides support for the American Red Cross Blood Drives
- Encourages staff to volunteer to make a difference through service to members of the community
- Provides free meeting facilities for various charitable, civic and support groups
- MCMC developed a program called SOMOS: Serving Oregon and its Migrants by Offering Solutions. This program was designed to assist migrant workers in our community with receiving free health screenings and referrals as appropriate. The program serves the underserved minority and low-income migrant population.

Social Determinants of Health

MCMC is involved in a variety of community and coalition building and health advocacy activities regarding such social determinants as: food as health security, high school drop-out rates, teen pregnancy, housing and transportation.

The hospital also participates as a member of the Columbia Gorge Health Council (CGHC) in providing oversight and governance of the coordinated care organization formed by PacificSource Community Solutions (PacificSource.) CGHC is a nonprofit corporation comprised of the Medical Center, Wasco and Hood River Counties, Central Oregon Independent Practice Association, Inc., One Community Health, PacificSource, Providence Hood River Memorial Hospital and at-large members of the community