

Form CBR-1, Section 2: Supplemental Information – Calendar Year 2019

Samaritan North Lincoln Hospital

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

Samaritan North Lincoln Hospital (SNLH) actively participates in assessing the health needs of the community. Every three years, as required by federal and state law, SNLH conducts a countywide health needs assessment in conjunction with the Lincoln County Health and Human Services Department, Lincoln County Federally Qualified Health Center, Lincoln County Unified School District, Oregon Coast Community College, United Way of Lincoln County, the Lincoln County Early Childhood Team and other community partners. The process includes examining primary data collected through surveys, focus groups, community forums and personal interviews with community members who reside throughout Lincoln County. Secondary data is gathered from federal, state and local agencies that address health needs of children, youth and families. The information is reviewed by hospital staff, partners and community members to prioritize the health care needs for Lincoln County. Each year the SNLH board and various internal and external committees review the priorities to ensure we are continuing to address the needs of the community.

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).

SNLH is committed to providing the highest quality health care services to all, regardless of their ability to pay. If qualifications are met, patients' care may be provided free or at a reduced cost. The determination is based in part on poverty income guidelines issued by the U.S. Department of Health and Human Services.

Patients who register for an inpatient, outpatient, clinical or emergency service receive both verbal and written information on financial assistance.

Patients who are identified as self-pay or uninsured are screened through presumptive eligibility questions to determine if they are eligible for the Oregon Health Plan Medicaid Assistance Program (OHP).

- Extended stay and inpatients that are deemed eligible for OHP are automatically assigned to a financial counselor as part of the check-in process. During the patient stay or prior to discharge, the financial counselor meets with the patient to assist with completing and submitting their OHP application packet to the Oregon Health Authority office.
- Outpatient, clinical and emergency service patients who are deemed eligible for OHP are also assigned a financial counselor who provides them with the OHP application packet and their contact information if they require assistance to complete the forms. The financial counselor contacts the patient via telephone or email after 24 hours to answer questions, provide support and ensure that the application has been submitted.

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- Any patient who is self-pay or uninsured and not deemed eligible for OHP is provided a financial assistance application packet and assigned a financial counselor. The financial counselor reviews the application packet and provides information to the patient on multiple financial support options including a no-interest payment plan or financial assistance for those at or below 300% of the Federal Poverty Level guidelines.

All application materials are available in both English and Spanish and interpretative services are available for non-English speaking patients through various electronic devices.

SNLH also informs and educates patients and community members regarding financial assistance through a variety of methods. Pamphlets are available in the hospital waiting areas, clinic waiting rooms, visiting rooms and at the information desks. Flyers are posted at the specialty clinics, the main entrance of the hospital and in the emergency department. Financial assistance information is also posted on the hospital's website, including the financial assistance policy, financial assistance plain language summary, and application.

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

SNLH is a critical-access hospital that primarily serves the residents of north Lincoln County. Located on a rural portion of Oregon's central coast, Lincoln County is home to 49,962 (2019 U.S. Census Population Estimates) residents. Lincoln County is also home to the Confederated Tribes of the Siletz Indians. Approximately 4,768 members are enrolled with the Confederated Tribes of the Siletz Indians and over 22% of the members reside within the county. Lincoln County is designated as Medically Underserved Population and the Migrant Seasonal Farmworker population has been designated a Primary Medical Care Health Provider Shortage Area by the Health Resources and Services Administration. The 3,666-acre reservation of the Confederated Tribes of Siletz Indians is a designated Health Provider Shortage Area. A sister hospital, Samaritan Pacific Communities Hospital, serves patients who reside in the south portion of Lincoln County.

The major cities in Lincoln County are outlined below:

| City | Population |
|--------------|------------|
| Lincoln City | 9,170 |
| Newport | 10,853 |

Source: U.S. Census Bureau, 2019 Census Quick Facts, Public Law 94-171 Summary File

The chart below summarizes the racial and ethnic demographics of Lincoln County:

| Race/Ethnicity | Population |
|-------------------------------|------------|
| White/Caucasian | 89.6% |
| Black/African American | 0.9% |
| American Indian/Alaska Native | 4.0% |

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|----------------------------------|------|
| Asian | 1.4% |
| Native Hawaiian/Pacific Islander | 0.2% |
| Latino | 9.5% |
| Reporting two or more races | 3.9% |

Source: U.S. Census Bureau, 2019 Census Quick Facts, Public Law 94-171 Summary File

Health and social indicators are used to generalize the conditions of Lincoln County:

| Health and Social Indicators | Totals |
|------------------------------------|-----------|
| Median Income | \$46,061 |
| Unemployment | 3.7% |
| Poverty | 13.6% |
| Adequate Prenatal Care | 83.9% |
| Immunizations | 68% |
| Uninsured Children | 4.6% |
| Child Abuse | 20.2/1000 |
| Children on Free and Reduced Lunch | 58.5% |
| Homeless Students | 11.8% |
| Teen Pregnancy | 6% |
| High School Graduation | 74% |
| Juvenile Justice Referrals | 15.8/1000 |

Source: Oregon Employment Department December 2019, Oregon Department of Education, U.S. Census Bureau, 2019 Census Quick Facts, Public Law 94-171 Summary File, 2019 Child Well-Being Oregon County Data Book

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

SNLH provides services and activities that are classified as community building to promote the health of Lincoln County. Recognizing that the health of a community encompasses multiple factors, SNLH leadership and staff are involved in a variety of actions that work to improve community outcomes. This is demonstrated through the ongoing support to the Samaritan Early Learning Center (SELC). The SELC offers low-cost infant/toddler care to families in Lincoln County and is the only facility in north Lincoln County to offer this service. SNLH believes that trained and competent staff in all aspects of the organization promotes community health. SNLH actively participates in workforce development in partnership with Oregon State University, Oregon Coast Community College and Western University-COMP NW to recruit, train and retain healthcare workers at all levels. SNLH also hosts local events supported by the hospital's foundation and other departments in the organization. Annual events such as senior health fairs, Let's Go Lincoln County, Lincoln County Fair and the Lincoln County CHIP project are a few examples of how SNLH promotes the health of the community. SNLH also provides opportunities for community members to obtain training on civic and cultural issues that impact health. Some of the training opportunities included healthy lifestyles, fitness and health equity.

SNLH staff served on many local coalitions and boards that promote the health of the community. Board affiliations include, but are not limited to, Lincoln City Rotary Club, Altrusa

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International, Lincoln County Economic Development Council, Joint Transportation Committee and the United Way of Lincoln County. Additionally SNLH staff served on the Oregon Health Policy Advisory Board, the Oregon Health Care Workforce Institute, the Oregon Association of Hospitals and Health Systems and regional boards that address health care issues.

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.

“Building Healthier Communities Together” is the mission of Samaritan Health Services (SHS), a network of Oregon hospitals, physicians, and senior care facilities that serves the health care needs of people in the mid-Willamette Valley and the Central Oregon Coast.

As the individual entities of SHS came together, they were drawn by a shared desire *“to enhance community health and achieve high value through quality services across the continuum of care.”* With the mission of “Building Healthier Communities Together”, SHS looks carefully at local health care needs, and it gives thoughtful consideration to the most effective ways to meet those needs. The result is a rich mix of local and centralized regional services which provide high value and excellent healthcare for people at all stages of their lives. Services are provided to all individuals, regardless of their ability to pay.

The collective vision of SHS is to serve our communities with PRIDE (passion, respect, integrity, dedication, and excellence). SHS is governed by a partnership of community members, physicians and other health care providers. SHS seeks to lead collaborative efforts among providers, employers, health plans and consumers who share similar goals and values to meet the challenges of the future.

SNLH is one of two Critical Access Hospitals of SHS primarily serving residents of Lincoln County. Other affiliated hospitals are Good Samaritan Regional Medical Center serving residents of Benton County, Samaritan Albany General Hospital and Samaritan Lebanon Community Hospital, serving residents of Linn County, and Samaritan Pacific Communities Hospital, serving residents of south Lincoln County.