

0103.MCmcMid-Columbia Medical Center
FYE 12/31/2020
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 (pop. 26,682), Oregon. MCMC serves a wide geographic area of rural communities along the Columbia River Gorge. Our service area includes Wasco, Sherman, and Gilliam counties in Oregon, and Klickitat County in Washington State for a combined total population of 52,999.

Ethnic demographics vary by geographic location. 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. While 2020 census data shows median incomes that range from \$47,500 to \$55,773, 12% of the population lives below the poverty level and 10% of the population under the age of 65 is uninsured. Medicaid program enrollment in Wasco county was 7,778 in March 2019 and 8,464 in October 2020, representing an increase of 9% (Oregon Health Authority).

In addition, The Dalles experiences an influx of roughly 10,000 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 provide exceptional healthcare experiences to those we are privileged to serve, though person-centered care.

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, mission and values; likelihood or feasibility of having a measurable impact; alignment with core organizational competencies; efficient allocation of resources; and alignment with partners with allocated resources.

The Mid-Columbia Medical Center Community Benefit Committee (CBC), formed in 2019, is an advisory committee focused on leading community benefit initiatives as they relate to the delivery of healthcare by MCMC. 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 CBC consists of representation from our medical staff, nursing leadership, marketing and outreach, finance, outpatient clinics, and others whose roles influence the overall community benefit strategy. The CBC ensures that the MCMC strategic plan effectively addresses specific health needs of our community as identified through the Community Health Assessment; 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 and key community partners. MCMC 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, our local coordinated care organization, social services agencies in the region, health care providers in the service region, and consumer representation. Details on the methodology, participants and regional results are addressed in the Columbia Gorge Regional Community Health Assessment Agency report. Health care professional sessions were conducted in order to capture and rank the primary perceived needs in the Gorge region.

The top identified drivers for the 2019 cycle included youth safety, stable housing, food, transportation, physical activity, prevention, and access to care.

Unfortunately, all social support indicators from the consumer survey declined since the 2016 survey. Access to transportation, youth health and safety, and access to childcare all worsened. Access to care improved and was coupled with a decrease in emergency department utilization for non-emergent care.

Prevention and Education

Adult and Childhood Obesity

- MCMC offers a comprehensive wellness program for people committed to making lasting lifestyle changes. PREVENT is a one-year program taught by a trained lifestyle coach diagnosed with pre-diabetes or heart disease, or who are overweight.
- MCMC is a proud member of Fit in the Gorge, a coalition of community partners that aims to reduce childhood obesity. We work collaboratively across sectors including health care, parks & recreation, public health, and education to find creative solutions to address childhood obesity.
- Our Pediatrics and Family Medicine providers collaborate with parks & recreation to facilitate "swim prescriptions" which are given to families of children to improve physical activity.
- MCMC's medical exercise program offers patients the opportunity to work toward their goals in a medically supervised environment at a subsidized rate. Members benefit from a physician supervised program that includes nationally certified fitness specialists, exercise physiologists, physical therapists, dietitians, and health educators.
- MCMC Dietitians provide support and education to patients on topics ranging from diabetes and healthy weight management to heart and kidney disease.

Patient Rehabilitation Services

- Community education and assistance in the decision-making process for community members considering total joint replacement.
- Mommy Wellness is a free, 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.
- Persistent Pain Education is an eight-week class which provides education on pain neuroscience, adaptive coping strategies, nutrition, mindfulness, proper medication, and sleep hygiene to those managing chronic pain issues.
- Parkinson's Support Group focuses 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, teaches balance, performs fall risk screening, and offers consultations.

Charity Care, Poverty and Uninsured

Our Patient and Visitor Services staff take an active role in assisting low-income and under- / uninsured patients (with exemptions as required by the Affordable Care Act), completing Oregon Health Plan applications for patients. 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.

All counties served show a higher than national average of individuals living with disability and persons living in poverty.

We recognize that the costs for medically necessary services are often unexpected and can create financial challenges. MCMC aims to provide high-quality, cost-effective health care services for every patient regardless of their ability to pay. In keeping with this philosophy, MCMC offers both charity care and a sliding-fee scale to qualifying patients. Full financial assistance is

provided to patients/guarantors with household incomes less than 150% of Federal Poverty Guidelines. Patients/guarantors are given partial financial assistance based on their household income level, up to 250% of Federal Poverty Guidelines based on the sliding scale.

As transportation and access to care remain at the top of the needs list for our vulnerable community members, MCMC continues to offer Visiting Home Health Services to our patients, despite continued operational losses. Many in our community live in remote areas and lack available, reliable transportation, making our visiting health services an invaluable resource when our patients would be otherwise unable to access necessary medical care. Home health services include nursing, outpatient therapies, social workers, and aides to ensure the continuum of health and well-being for the individual through the coordination and delivery of professional and compassionate assessments, healthcare services, and in-depth education in the home setting.

Other Meaningful Contributions in the year 2020

- 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 subsidized primary care services; MCMC also provides school nursing services at the elementary age level for local schools.
- Provides operational 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.
- Provides free athletic training services to eight local middle and high schools. Our free services include injury prevention, triage, rehabilitation, and concussion care. We have five full-time staff members who are dedicated to athletic training, keeping student athletes at these schools safe and healthy through the year-round sports seasons.

Social Determinants of Health

MCMC is involved in a variety of community and coalition building and health advocacy activities regarding the social determinants of health, including: food as health security, substance abuse, mental health, housing, and transportation.

MCMC 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.