

Form CBR-1, Section 2: Supplemental Information – Calendar Year 2020

Good Samaritan Hospital, Corvallis (dba Good Samaritan Regional Medical Center)

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

Good Samaritan Hospital, Corvallis, dba Good Samaritan Regional Medical Center (GSRMC), actively participates in assessing the health needs of the community. Every three years, as required by federal and state law, GSRMC conducts a countywide health needs assessment in conjunction with the United Way of Benton County, the City of Corvallis, Benton County Health Department, Benton County Federally Qualified Health Center, Oregon State University, Western University-COMP Northwest, Linn-Benton Community College and other community partners. The process includes examining primary data collected through surveys, focus groups, listening sessions and key informant interviews with community members who reside throughout Benton 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 the staff, partners and community members to prioritize the health care needs for Benton County. Each year GSRMC 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).

GSRMC 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 400% of the Federal Poverty Level guidelines.

All application materials are available in English, Spanish and Chinese (Simple) and interpretative services are available for non-English speaking patients either face-to-face or through various electronic devices.

GSRMC 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.

GSRMC primarily serves residents of Benton County. Established by the Provisional Legislature in 1847, Benton County occupies 679 square miles of the central Willamette Valley. Benton County is bordered on the east by the Willamette River and Linn County, with Lincoln County on the west, Polk County on the north, and by Lane County on the south. According to the US Census 2019 Population Estimates, Benton County has a population of 93,053 residents of which approximately 25,000 are students at Oregon State University. The city of Corvallis is the county seat for Benton County and is home to Oregon State University. Although the majority of residents live in Corvallis or other incorporated cities in the county, approximately 21% of residents live in rural Benton County. These rural communities include Alsea, Kings Valley, Wren, Blodgett, Summit and Bellfountain. Portions of Benton County have designations of Medically Underserved Areas and Medically Underserved Populations according to the Health Resources and Services Administration, with GSRMC being the only hospital located in Benton County.

The charts below summarizes the racial and ethnic demographics of Benton County:

Race/Ethnicity	Population
White/Caucasian	86.5%
Black/African American	1.2%
American Indian/Alaska Native	.9%
Asian	7.1%
Hispanic	7.8%
Native Hawaiian/Pacific Islander	.3%
Reporting two or more races	4.1%

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

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

Health and Social Indicators	Totals
Median Income	\$62,077
Unemployment	4.3%
Poverty	16.5%
Adequate Prenatal Care	81.7%
Immunizations	67%
Uninsured Children	3.3%
Child Abuse	10.6/1000
Children on Free and Reduced Lunch	37.1%
Homeless Students	4.3%
Teen Pregnancy	.6%
High School Graduation Rates	91.4%
Juvenile Justice Referrals	10.7/1000

Source: Oregon Employment Department December 2020, Oregon Department of Education, U.S. Census Bureau, 2019 Census Quick Facts, Public Law 94-171 Summary File, 2019 Child Well-Being in Oregon County Data Book

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

GSRMC provides services and activities that are classified as community building to promote the health of Benton County. Recognizing that the health of a community encompasses multiple factors, GSRMC leadership and staff are involved in a variety of actions that work to improve community outcomes. GSRMC believes that trained and competent staff in all aspects of the organization promotes community health. GSRMC actively participates in workforce development in partnership with Oregon State University, Linn-Benton Community College and Western University-COMP NW to recruit, train and retain healthcare workers at all levels. GSRMC also hosts local events supported by the hospital’s foundation and other departments in the organization. GSRMC also provides opportunities for community members to obtain training on civic and cultural issues that impact health. Some of the training opportunities include healthy lifestyles, fitness, and health equity that were held virtually during 2020. GSRMC staff served on many local coalitions and boards that promote the health of the community. Board affiliations include, but are not limited to, Community Outreach Inc., Oregon Cascades West Council of Governments, and the United Way of Benton and Lincoln Counties. Additionally, GSRMC staff served on the Oregon Health Policy Advisory Board, the Oregon Health Resources Commission, the Medicaid Advisory Committee, 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.

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“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.

GSRMC is the flagship hospital of SHS. It primarily serves residents of Benton County. Other affiliated hospitals are Samaritan Albany General Hospital and Samaritan Lebanon Community Hospital, serving residents of Linn County, and Samaritan North Lincoln Hospital and Samaritan Pacific Communities Hospital, serving residents of Lincoln County.