

Introduction

St. Charles Health System

Headquartered in Bend, Oregon, St. Charles Health System Inc. (SCHS) is a nonprofit, integrated delivery system that provides a full range of quality, evidence-based health care services within a 32,000-square-mile area in Central and Eastern Oregon. The health system owns and operates hospital campuses in Bend and Redmond, two Critical Access Hospitals in Madras and Prineville, family care clinics in Bend, La Pine, Madras, Prineville, Redmond and Sisters, a Center for Women's Health in Redmond, Urgent Care clinics in Bend, La Pine and Prineville, Cancer Centers in Bend and Redmond, a Heart & Lung Center in Bend and Behavioral Health clinics throughout Central Oregon.

About St. Charles Redmond Campus

St. Charles Redmond Campus is a not-for-profit, 48-bed hospital located in Redmond, Oregon. St. Charles Redmond Campus is one of two hospitals located in Deschutes County and delivers a wide range of quality medical services to the residents throughout the region.

Supplemental Narrative

1. The year of publication for the current community health needs assessment

Every three years, SCHS conducts its own community health needs assessment and is a participant in the region wide community health needs assessment that Central Oregon Health Council conducts on behalf of the three public health agencies in central Oregon. SCHS last published its community needs assessment in December 2022.

2. The top health needs identified in the hospitals most recent community health needs assessment, including information on geographies, populations or demographic groups affected.

The 2022 Community Needs Health Assessment identified the following community needs for the Remdond community:

According to the United States Census Bureau, Deschutes County is an area of more than 3,018 square miles located in the center of the state of Oregon, of which Bend is the county seat. It is one of the counties in the "tri-county" region St. Charles serves along with Crook and Jefferson counties and is the most urban of the three. Deschutes County's population rate of growth has slowed but the number of people moving to Deschutes County has remained stable at approximately 6,000 individuals per year but still ranking in the top five fastest growing counties in the State of Oregon.

Deschutes County's population continues to have steady growth with approximately 13,000 new residents to the county from our last CHNA in 2019 which reported 191,996 residents. In 2021, the population rose to 204,801. Deschutes County's Veteran population is roughly 10 times larger than the population living in Crook and Jefferson Counties combined. Most of the population falls under the White alone race category at 86.6 percent, with the second largest group falling under the Hispanic or Latino category at 8.4 percent.

Members of the St. Charles Redmond hospital campus community said their top-rated health issues include:

1. Affordable access to health insurance
2. Old age - general
3. Obesity/overweight

When asked what would improve their overall quality of life, the top-rated issues include:

1. Affordable housing
2. Affordable healthy foods
3. Living wage jobs

When asked what would improve the health of the community, the top-rated issues include:

1. Affordable housing

- 2. Mental Health/Substance use services
- 3. Living wage jobs

3. Significant community benefit activities the hospital engaged in that addressed the health needs identified above.

Financial assistance program

St. Charles Redmond Campus

In 1951, Redmond made history as the first city in Oregon to form a public hospital district. Central Oregon District Hospital was built in 1952 on 20 acres north of town. The public supported the hospital with tax dollars and community members were elected to serve on the Board of Directors up until the time of the merger between the Bend and Redmond hospitals. As part of its continued commitment to the Redmond community, St. Charles Health System invested in the Redmond facility through a \$30 million addition that opened in 2006.

In 2022, St. Charles Redmond Campus provided more than \$5,966,535 in community benefit to the population it serves. This includes:

St. Charles Redmond Campus 2021 Community Benefit Totals	
Community Benefit Type	Amount
Charity Care at Cost	\$ 2,363,497
Unreimbursed Cost of Medicaid	
Unreimbursed Cost of Other Public Programs	\$ 2,967,066
Community Benefit Activity	\$ 635,972
TOTAL	\$ 5,966,535

RHIS Completion: 2020-2022 Substance Use Prevention

During the last cycle, the board approved Alcohol Misuse Prevention as the priority focus for 2020 - 2022. Three months into the program’s design and implementation, COVID-19 placed a lot of our work and our community partners’ work on hold. Resources and staff time were diverted to scaling back operations to prepare and manage surges, mass vaccination clinics and safe engagement.

While our community engagement campaigns were cancelled, SCHS was able to achieve the following:

- Implementation of a new policy that St. Charles no longer sponsors events where alcohol consumption is a main component of the event. For example: wine tasting fundraisers, beer-themed 5K/10K runs, etc.
- Provided \$50,170 to nonprofit organizations working on alcohol misuse prevention projects and donated 42.04 hours in the region directly related to this priority area.

4. Identify any community benefit activity that addresses the social determinants of health. Separate activities into those that:

Address individual health-related social needs

As the only hospital system in the Central Oregon region, SCHS campuses were the central location caring for all COVID-19 patients. Due to the demands of the pandemic, we provided high quality health care services for our community members, and heavily relied on referrals to community-based organizations (CBOs) to meet the social determinants of health needs of our patients. Through our community benefit grant program, we were able to financially support these partners. Last year we had the following impacts:

- \$6,000 to organizations addressing Social and Community Factors
- \$2,000 to organizations addressing Food Insecurity
- \$7,500 to organizations addressing Housing for the underserved

A grantee addressing food insecurity stated, “2022 saw a nearly 10% increase in need for services in the Redmond area. Our organization served 9,935 meals to 5,782 adults and 1,186 children. Weekend Food Packs for students utilized nearly 6,000 pounds of food to fill 1564 bags. Homeless Camp Outreach and Emergency Supplies Support provided food and other necessities to 1,544 adults and children. Our "Rubber Ducky" shower trailer started service in January 2022 and has provided on average, 30 to 35 showers each month as well as fresh undies, and other hygiene necessities. The largest impacts have been on our Housing Assistance and Food programs as inflation and increased rents in our area have seriously impacted everyone's finances. We are working very hard at not only generating more funding support but also finding ways to reduce costs and remain efficient.”

Address systemic issues or root causes of health and health equity

SCHS created a community benefit grant priority to support CBOs who aspire to integrate Inclusion, Diversity, Equity and Acceptance (IDEA) best practices within their organization. The grant priority is intended to help organizations implement the foundational principles of IDEA into their organizations to better serve their target population.

In addition to sending four SCHS employees to a training to become certified diversity professionals, SCHS granted almost \$50,000 to CBOs across the region to provide board and staff trainings, hire consultants to update policies and procedures and any other organizational needs to improve their knowledge and awareness of how diversity, equity, inclusion and acceptance work affects their internal culture and external services.

One grantee had the following successes with their one year of funding:

“The IDEA Grant allowed us to form a committee to introduce the topic of DEI in a formal way, added structure, processes, and ongoing learning to all Divisions that added to the already strong culture of DEI. We were able to form a DEI committee that has championed staff training, new partnerships with Oregon Youth Authority to incorporate culturally appropriate practices that allow our minority clients to be seen and celebrated. This grant has provided us with the proper foundation to move this work into 2023 with the creation of a youth advisory group and more staff trainings.”