

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 Redmond 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 2023, St. Charles Redmond Campus provided more than \$4,286,880 in community benefit to the population it serves. This includes:

St. Charles Redmond Campus 2023 Community Benefit Totals	
Community Benefit Type	Amount
Charity Care at Cost	\$ 1,939,154
Unreimbursed Cost of Medicaid	
Unreimbursed Cost of Other Public Programs	\$ 1,573,764
Community Benefit Activity	\$ 773,962
TOTAL	\$ 4,286,880

RHIS Priority: 2023-2025 Reducing feelings of loneliness and social isolation while fostering a sense of belonging in the communities we serve.

St. Charles completed a new Community Health Needs Assessment (CHNA) in 2022. Our latest CHNA provided data showing that while some in our communities are thriving, we have populations that are struggling with the management of diseases and mental and behavioral health issues which are only compounded by many barriers to receiving care and the increased feeling of loneliness and isolation due to the COVID-19 pandemic. From this information, we have determined that our area of focus over the next three-year period will be to reduce feelings of loneliness and social isolation while fostering a sense of belonging in the communities we serve.

SCHS achievements:

- Implementation of a new grant offered to community organizations that focus their efforts on loneliness, isolation and belonging.
- Provided \$117,600 to nonprofit organizations working on our priority.

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

Address individual health-related social needs

Through our Community Benefit grant program, we were able to financially support partners that are focusing on SDOH. Last year we had the following:

- \$36,307 to organizations addressing Social and Community Factors
- \$5,000 to organizations addressing Neighborhood and Built Environments
- \$32,975 to organizations addressing Food Insecurity
- \$43,150 to organizations addressing Housing for the Underserved
- \$6,885 to organizations addressing Education Access and Quality
- \$11,405 to organizations addressing Healthcare Access and Quality

Address systemic issues or root causes of health and health equity

SCHS has 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.

SCHS granted \$46,500 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.