

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

Sky Lakes Medical Center published its most recent Community Health Needs Assessment in April 2022, and the Community Health Improvement Plan in December of 2022. The needs assessment is based on data collection and analysis conducted during 2021 and includes comments collected in late 2021 and early 2022 after public review of draft versions. This Community Health Needs Assessment reflects the work of the Healthy Klamath Network, a multi-sector partnership established to guide community health improvement efforts in Klamath County.

The assessments are regularly reviewed and are updated every three years to serve as a process to move Klamath County toward a healthier future. The Healthy Klamath Network is currently collecting data for the 2024 edition of the Community Health Needs Assessment, the goal is to publish the newer document before the end of 2024.

2. The top health needs identified in the hospital's most recent community health needs assessment. Include information on geographies, populations or demographic groups affected.

To better understand the health needs of the community it serves, Sky Lakes Medical Center worked with an assortment of community partners to develop a comprehensive Community Health Needs Assessment, which informed the most recent Community Health Improvement Plan, published in 2022. Together, the documents describe and help us understand the population's health and potential ways to address those needs as we work to improving the health of the people in the communities we serve.

The major partners with which Sky Lakes Medical Center engaged for the Community Health Assessment include Klamath County Public Health; Klamath Health Partnership (a.k.a. Klamath Open Door), which operates local federally qualified family medicine and dental clinics; and Cascade Health Alliance, the local Coordinated Care Organization (COO), which oversees care for more than 18,000 Medicaid recipients in the area, also based in Klamath Falls.

Additionally, Klamath Basin Behavioral Health, which serves adults, children and adolescents who are eligible for Medicaid coverage under the Oregon Health Plan in Klamath County, and Sky Lakes Medical Center's Healthy Klamath Department, which actively promotes health-improvement initiatives that align with the Community Health Improvement Plan, contributed time and resources to help complete the assessment. These and other community partners are organized in the Healthy Klamath Coalition.

The coalition represents the talent, assistance and support of local organizations, agencies and businesses including Cascades East Family Medicine Center, a rural residency program and clinic in Klamath Falls; Klamath Tribal Health & Family Services; Oregon Health & Science University's nursing program at Oregon Institute of Technology (OIT) in Klamath Falls; Cascade Health Alliance, the local COO; Klamath Basin Behavioral Health, the local mental health agency; the City of Klamath Falls and Klamath County governments and others.

Sky Lakes, the local Public Health agency, Klamath Health Partnership, and Cascade Health Alliance, the COO, comprise the Healthy Klamath Coalition core leadership. It is this collaboration that also proved instrumental in bringing the Blue Zones Project to Klamath Falls and sustaining its work locally.

Data collected on behalf of Healthy Klamath have helped determine priority areas for the Community Health Improvement Plan. The Healthy Klamath staff continues to coordinate the coalition's activities.

The CHNA documents key findings and recognizes there are myriad causes for poor health; the problem is too large for any one organization to take on alone, further reinforcing the collaborative nature of the Healthy Klamath Coalition.

While the geographic area served by Sky Lakes and its partners covers more than 10,000 square miles in four counties, two of them in northern California, the population is concentrated within the Klamath Falls Urban Growth Boundary (UGB). [Some data](#) presented via HCI and on the HealthyKlamath.org site include smaller communities within Klamath County. Community health improvement efforts are primarily implemented within the UGB to have the greatest impact on the highest concentration of residents.

[Klamath County's population](#) is approximately 70,212 (2024) with Klamath Falls being the largest city with a large suburban population. The UGB's estimated population is approximately 60% of the total. The region is predominantly non-Hispanic white, 75.8% (2024). The population of people identifying as Hispanic or Latino is steadily rising at 14.9% in 2024, up from 10% in 2010. The region is also unique in that it has a strong American Indian presence that makes up 5% of the population.

Age plays a significant role on the health of a community, as different life stages tend to experience health outcomes unique to their age. In Klamath County, those 65 and older comprise 22.1% of the population while those under 18 comprise 21.7%

The median household income in Klamath County is reported to be \$57,219 (2024, up from \$41,900 in 2020), compared to \$86,780 for Oregon, with 65% of children eligible for free or reduced-price lunch. That compares to 32% nationally and 51% in Oregon.

The primary goal of the CHNA is to better understand the health of our community and to develop local strategies to address our community's specific needs and identified priority

issues. The CHNA helps set community priorities, establishes benchmarks and monitors trends in the health status of Klamath County residents.

The top health specifically identified in the CHNA include the following: 1) Food insecurity, hunger, 2) Health promotion: Access to services, 3) Mental health, 4) Physical activity; 5) Substance use, 6) Equity.

Food insecurity:

More than 18% of 2021 Klamath County Community Health Assessment survey respondents said they worried about having enough food to eat. The 2022 County Rankings & Roadmaps indicated 15% of Klamath County residents were experiencing hunger, and 13% had limited access to healthy foods. 64% of children are eligible for free or reduced-price school lunches.

Health Promotion: Access to Service:

US News & World Report scored Klamath County 57 of a perfect 100 for hospital bed availability, people with no health insurance, and primary care doctor availability in a 2022 report. In the 2022 County Rankings & Roadmaps, 13% of Klamath County adults were uninsured, with 4% of children uninsured. In 2020, Klamath County was a health professional shortage area for primary care providers for low income clients, dental providers for low income/migrant farm worker/homeless clients, and mental health providers for the geographic region including Lake County.

Mental Health:

Frequent mental distress was experienced by 17% of the residents in the 2022 County Rankings & Roadmaps report. The same report found Klamath County residents experiencing 5.1 poor mental health days each month. There were 23 suicides in 2020, which was the most recent official data released by Oregon Health Authority.

Physical Activity:

In the 2022 County Rankings & Roadmaps, 29% of Klamath County residents were not physically active; 53% had access to exercise opportunities. In 2021, 23% were physically in active.

Substance Use:

In the 2022 County Rankings & Roadmaps, the drug overdose death rate was 41 per 100,000 people. 20% of Klamath County adults reported excessive drinking. Also, 19% of adults were smokers.

Social determinants of health affecting strategic issues						
	Equity	Food security, hunger	Health promotion: Access to services	Mental health	Physical activity	Substance use
Economic stability: employment, income, expenses, debt, medical bills, support	X	X	X	X		X
Neighborhood and physical environment: housing, transportation, safety, parks, playgrounds, walkability, zip code, geography	X	X	X	X	X	X
Education: literacy, language, early childhood education, vocational training, higher education	X	X	X	X	X	X
Food: hunger, access to healthy options	X	X	X	X	X	
Community and social context: social integration, support systems, community engagement, discrimination, stress	X	X	X	X	X	X
Healthcare system: health coverage, provider availability, provider linguistic and cultural competency, quality of care	X		X	X		X

Lead agencies for each strategic issue gathered small, multi-sector groups to draft work plans, with measurable objectives, strategies, and tasks to form the community health improvement plan. The Community Health Improvement Plan is a living document that will evolve over its three-year lifespan, with changes to objectives, strategies, and tasks.

3. The significant Community benefit activities the hospital engaged in that addressed the health needs identified above.

Sky Lakes Medical Center is partnering with organizations across the community to address the needs identified in the Community Health Needs Assessment:

Food insecurity:

Sky Lakes Medical Center is actively addressing food insecurity in the community through various initiatives. The Sky Lakes Wellness Center offers programs in nutrition, exercise, and stress and lifestyle change management. Partnering with organizations like Oregon State University's Extension program, Sky Lakes implements interventions to prevent obesity through nutrition and food preparation education, often funded by Sky Lakes. Additionally,

Sky Lakes dietitians have historically provided free presentations to local businesses and organizations, promoting better nutrition choices.

In 2023, the Wellness Center contributed \$500,000 in community benefits to support diabetes prevention and lifestyle change programs, serving 1,466 people. It also covered \$94,662 in transportation costs for over 4,000 individuals, enhancing access to health services and food resources.

The Nutrition Oregon Campaign led by Sky Lakes' Healthy Klamath Department, in partnership with OHSU, aims to expand nutrition education for young women and new mothers, ensuring healthy starts for their babies. Furthermore, Sky Lakes has supported Integral Youth Services through community benefit funding, providing mobile services that deliver food and educational materials to remote communities. Collaborating with a multi-faith council, Sky Lakes has supported a local church's initiative to feed the homeless and is reviving the Produce Connection program to supply additional fruits and vegetables to families, employees, and patients in need.

Additionally, the Wellness Center and Healthy Klamath are working in schools to improve nutrition education and access to fresh fruits and vegetables, further addressing food insecurity among students.

Health Promotion: Access to Service:

According to the CHNA, the Health Resources and Services Administration (HRSA) has identified Klamath County as a health professional shortage area. To help counter the shortage of providers, Sky Lakes operates the Cascades East Family Medicine Residency program in cooperation with Oregon Health & Science University and staffs the associated clinic. Eight physicians a year study for three years at the Klamath Falls program en route to gaining their Family Medicine specialty. The Sky Lakes investment amounted to \$4.88 million.

One of the key areas of focus for Sky Lakes is supporting the professional growth of healthcare providers. Sky Lakes spent \$5,77,8266 in 2023 to foster the development of interns, residents, fellows, nurses, and other health professionals. This investment ensures that the next generation of healthcare providers is well-trained and prepared to meet the evolving needs of the community.

Sky Lakes Pharmacy also has an active residency program to further develop health care resources. Sky Lakes offers students in a local community college classroom instruction regarding various aspects of bedside care.

Sky Lakes Medical Center continues to be a major sponsor of high school and community college programs aimed at training Certified Nursing Assistant and Medical Assistants, and encouraging student participation in science, technology, engineering, math and medical

(STEM&M) curricula. Sky Lakes is actively working with the County Schools to expand career pipelines for local high school students for MA and Surgical Technician Programs.

Sky Lakes Medical Center is an enthusiastic partner with local schools in athletic as well as academic programs. We actively support a local organization called Klamath Promise, and help them provide scholarships to hundreds of students in Klamath County. Sky Lakes also encourages participation in extra-curricular activities at all levels and provided funding for robotics, health occupations and academic competitions in 2023.

Additionally, Sky Lakes Medical Center demonstrates a strong commitment to community health education and outreach. With over \$90,000 allocated to these efforts, Sky Lakes works to educate the public on vital health issues, promote wellness, and prevent disease. Sky Lakes does this through a community health fair, Wellness Center program, and the Healthy Klamath Network. These educational initiatives are essential in empowering individuals to make informed decisions about their health, ultimately leading to a healthier community.

Charity care is another critical component of Sky Lakes' community support in increasing access to care. Sky Lakes provides over \$3 million in medical services through charity care, serving more than 3,000 individuals who might otherwise lack access to necessary healthcare. This substantial contribution underscores Sky Lakes' dedication to ensuring that financial barriers do not prevent individuals from receiving the care they need. By offering these services, Sky Lakes helps bridge the gap for vulnerable populations, fostering a more inclusive healthcare environment.

Mental Health:

Mental health is a growing concern identified in the needs assessment. Klamath County is a vibrant community faced with some concerning mental health challenges. There is a high prevalence of mental health problems and few mental health providers in Klamath County. Mental health issues often lead to other social and physical health issues, creating broader, community-wide problems. Sky Lakes Medical Center operates a Behavioral Health Clinic with staff including a psychiatrist in response to this growing community need. Sky Lakes is also working to expand access to mental health services in the community by expanding their behavioral health clinic. They are currently in the expansion phase, but plan to increase direct services through this effort.

Sky Lakes Medical Center also works in close coordination with Klamath Basin Behavioral Health (KBBH) and supports that organization's role in the community. Additionally, a new strategic priority for Sky Lakes is to form a mental health strategic plan to create a vision for the future of mental health in our community. We hosted the first strategic planning session in May of 2023 and completed a mental health strategic plan for Sky Lakes and community

partners in October of 2023. The mental health network continues to meet quarterly to drive progress and improvements to improve mental health in Klamath County.

Physical Activity:

Sky Lakes community relations department in partnership with Healthy Klamath work to increase physical activity opportunities by providing free classes to the community and raising funding for playgrounds and projects that increase physical activity for all populations. Sky Lakes staff successfully raised 1.4 million dollars in grant funds to be invested in our community's parks to create more physical activity opportunities for youth.

Sky Lakes Medical Center was instrumental in the development of extensive area trails for hiking, a protected bike lane from city-center to a municipal park, the development of a family-friendly play area at a neighborhood park, and the creation of a new downtown park in response to the Blue Zone Project's guidance in collaboration with the Sky Lakes Wellness Center and other Sky Lakes departments. Additionally, Sky Lakes staff have raised funding to increase wayfinding, signage and walking paths in the community totaling \$85,000.

Additionally, Sky Lakes Medical Center has contributed financial and human resources to help create greenspaces in downtown Klamath Falls, including improving dilapidated buildings, increasing public art, and creating a nearly one square-block park, to help rehabilitate a major neighborhood park near the medical center and add a children's play area, and to help create hiking and biking trails in and around the city.

Sky Lakes Medical Center is also a major sponsor of two children-only running series, one each in the spring and fall. Additionally, Sky Lakes is actively working with the City of Klamath Falls and Klamath County through our built environment committee to improve walking trails downtown, create new parks, and raise funding for additional physical activity infrastructure.

Substance Use:

Sky Lakes collaborates closely with community partners to combat substance use issues in Klamath County. Leadership from Sky Lakes actively participates in the Local Alcohol and Drug Prevention Council, ensuring they are at the forefront of prevention efforts.

Furthermore, Sky Lakes has joined forces with these partners to develop a comprehensive Behavioral Health Strategic Plan. This plan outlines specific strategies for reducing substance use and providing critical services to those in need. In addition, Sky Lakes is working diligently to create a detailed resource map of all available behavioral health and substance use support services. This map aims to improve communication and make it easier for individuals to navigate the system and access the care they need.

In addition to addressing the key focus areas of the Community Health Improvement Plan, Sky Lakes also fulfills its mission to serve the community by providing or subsidizing numerous activities.

For example, CARES (Child Abuse Response and Evaluation Services), a Sky Lakes department, conducts screenings and education to help hundreds of children. Last year, Sky Lakes contributed \$145,500 (net) for those services. At CARES, children who may be victims of abuse receive a well-child medical examination. If a disclosure of abuse is made, they are safe to share their experiences. Staff there assess nearly 400 children annually for possible abuse, most of them sexual abuse cases along with child physical abuse, drug-endangered children, exposure to domestic violence, and neglect. Even if suspected abuse is not verified during an exam, families leave CARES with professional recommendations ranging from a follow-up with a primary care physician to a referral for counseling. CARES follows the family for at least three months after the assessment. If the CARES program was not associated with Sky Lakes Medical Center, the service likely would not exist locally.

Other partnerships funded in 2023 that help ensure the success of programs include Sky Lakes support of:

- Court Appointed Special Advocates (CASA) for Children of Klamath County with a \$5,000 contribution to help pay for sports/activity fees, instrument rentals, and unfunded medications for children in the local CASA system.
- The “Everyone Swims” program at the community’s only municipal pool with \$16,000 in funding to provide all third-grade students from Klamath County the opportunity to enroll in a week of free swim lessons, this year we are also expanding the programing to the Doris and Tule Lake schools.
- Over \$90,000 in community benefit grant funds that support various programs, projects, and events to support local non-profit health improvement and community development related work.

Sky Lakes Medical Center supported 157,985 encounters through various community benefit programs. The total expense for these services was \$127,196,917, with direct offsetting revenue of \$95,962,965, leaving a net community benefit expense of \$31,233,952.

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

a. Address individual health-related social needs

Sky Lakes Medical Center remains steadfast in meeting immediate health-related social needs through a variety of targeted initiatives. One significant effort is expanding access to primary care. By increasing the availability of primary care services, the center ensures that more community members receive essential healthcare. This initiative is vital for early detection and management of health issues, reducing long-term healthcare costs, and improving overall health outcomes, particularly for underserved populations who might otherwise delay seeking care.

Another initiative Sky Lakes is working on this year is the establishment of a mobile clinic to serve outlying communities. This mobile clinic aims to provide medical services to remote areas with limited access to healthcare facilities. By bringing healthcare directly to these communities, Sky Lakes will address geographical barriers, ensuring that even those in the most isolated areas receive necessary medical attention. This effort will significantly reduce health disparities caused by location and accessibility issues.

In addition, Sky Lakes has expanded its palliative care services in 2023 to include clinic and outpatient visits, supporting patients with lifelong conditions. This expansion ensures that patients with chronic and serious illnesses receive comprehensive care tailored to their unique needs, enhancing their quality of life.

b. Address systemic issues or root causes of health and health equity

Sky Lakes Medical Center also dedicates substantial efforts to tackling systemic issues and the root causes of health and health equity. One major initiative in this realm is the commitment to ending generational poverty through improved health career pipelines. By forming partnerships with the County School District, Sky Lakes provides educational and career opportunities in healthcare. This initiative addresses the root cause of economic instability by equipping young students with the skills needed for stable, well-paying careers in healthcare, promoting health equity by empowering the next generation with economic mobility.

Sky Lakes also leads a network of community partners dedicated to addressing broad health issues that impact the community. Their collaborative efforts focus on mental health, equity, food insecurity, access to care, and substance use. By improving mental health services and reducing the stigma associated with mental illness, they tackle significant barriers to well-being. Programs designed to promote health equity ensure that all community members have fair access to health resources, while efforts to combat food insecurity guarantee that everyone has access to nutritious food. Additionally, initiatives aimed at preventing and treating substance use disorders support individuals and families affected by addiction, fostering a healthier and more resilient community.

Sky Lakes also launched group medical visits at the Wellness Center in 2023. These group visits expand support for patients with a variety of conditions, including hypertension,

diabetes, and chronic pain, fostering a community-oriented approach to managing chronic diseases.

In response to staff feedback about the challenges of screening for food insecurity without available resources to address hunger, Sky Lakes secured funding to start clinic-based food kits at their primary care clinics and is currently working to expand these efforts to include discharge food kits. This initiative ensures that patients leaving the clinic or hospital have immediate access to nutritious food, addressing a critical social determinant of health.

Sky Lakes Medical Center's comprehensive approach addresses both immediate health-related social needs and systemic issues that affect health and health equity. By expanding access to primary care, working to establish a mobile clinic, and providing home visits through the community health team (OPCM), they meet the immediate needs of underserved populations. Last year alone, the OPCM provided 1,483 home visits, offering support to some of the most vulnerable and isolated community members, working diligently to ensure every person has the opportunity to attain their highest level of health.