

Asante Three Rivers Medical Center
FY24 Supplemental Community Benefit Narrative

ASANTE THREE RIVERS MEDICAL CENTER

Asante Three Rivers Medical Center is one of three hospitals owned and operated by Asante, a 501(c)3 organization operating in Jackson County, Oregon. Asante exists to provide quality health care services in a compassionate manner valued by the communities we serve. As the only hospital in Josephine County, Asante Three Rivers serves a primary service area of Josephine County, as well as neighboring Jackson County and Asante's secondary service area of Curry, Douglas, Klamath and Lake counties in southern Oregon and Del Norte, Siskiyou and Modoc counties in northern California. Asante Three Rivers is licensed for 125 inpatient beds and provides an array of services including primary care, surgical services, obstetrics and gynecology, diagnostic imaging, intensive care, emergency care, trauma, cancer care and more.

COMMUNITY HEALTH NEEDS

Asante Three Rivers published its most recent Community Health Needs Assessment Sept. 30, 2022. The accompanying Community Health Improvement Plan was put in place in February 2023. The hospital is currently in the research and development phase of its 2025 CHNA scheduled for publication Sept. 30, 2025.

Asante Three Rivers' three top identified community health needs for the current CHNA/CHIP cycle are:

Priority 1: Access to care

Availability of primary and specialty care providers through alternative access such as telehealth; intentional inclusivity of marginalized populations; reduction of barriers to care; improved care coordination and enhanced access for people without the means to pay for care.

Priority 2: Chronic conditions

Prevention and treatment of diabetes, hypertension, high cholesterol, asthma, cancer and other chronic conditions.

Priority 3: Mental health

Prevention, education and treatment for depression, anxiety and PTSD; increased availability of crisis care; improved access for youth and elders and enhanced relationships with community partners to improve access to mental health care across community sectors.

THE COMMUNITY WE SERVE

Asante Three Rivers' 2022 CHNA evaluated the primary service area of Jackson and Josephine Counties in southern Oregon which included a population of approximately 308,903 people across both counties, at the time of the survey, with approximately 89,000 of those residing in Josephine County. At that time, demographic data indicated Josephine County was comprised of approximately 90% White. In Josephine County, 1.9% were identified demographically as "other," with 6% of the population designated as such

in Jackson County. Overall, the two-county region was comprised of approximately 88% White, with roughly 4% identified as bi- or multi-racial, 1.3% Asian, 0.75% Black and .30% Pacific Islander. Between the two counties an average of 11% were identified to have Hispanic ethnicity, with Jackson County having a higher concentration at 14.20% and only 8% of Josephine County residents identified as having Hispanic ethnicity. Both Jackson and Josephine Counties had a distribution of 51.1% female, 48.9% male at the time of the survey. The counties share a similar distribution of ages with Jackson County's population skewing slightly younger. The lowest volume group in both counties is the 55-64 age range, 16.1% for Josephine County and 14.5% for Jackson County, respectively. Overall, Josephine County is comprised of a higher percentage of elders with 24.7% of residents aged between 65 and 85 compared with 20.3% in Jackson County.

OUR COLLABORATIVE CHNA PROCESS

The CHNA research, completed collaboratively with Asante Rogue Regional Medical Center, Asante Ashland Community Hospital and Providence Medford Medical Center relied upon input from key informants and community members recruited collaboratively through community partners in the following sectors: social services, education, government and health care. To ensure representation across all sectors of the community, Asante Three Rivers worked closely with community-based organizations to ensure people with a variety of identities and experiences were invited to participate in the process. Community organizations in direct service to these marginalized groups were selected for collaboration in listening sessions and community health survey distribution. This collaboration helped to ensure the interests and needs of many diverse groups were represented including older adults, young people, people who identify as LGBTQIA+, Hispanic/Latinx people, people of color, people experiencing homelessness, people experiencing mental illness and substance use concerns and people impacted by the wildfires of 2020.

Asante Three Rivers employed a mixed-method approach using quantitative and qualitative data from a variety of sources to identify community needs for 2022 CHNA. Public health data sources included the American Community Survey, Centers for Disease Control and Prevention, County Health Rankings & Roadmaps, Oregon Health Authority, Student Wellness Survey (2020) and the U.S. Census. Nineteen individuals from multi-sector organizations participated in key informant interviews and approximately 60 more residents and community stakeholders participated in listening sessions to offer feedback on community strengths, challenges and priority health concerns. Both English and Spanish opportunities were offered for listening sessions and community health surveys to ensure inclusion and accessibility. More than 1,200 regional residents participated in the community health survey. The online survey was made available to the community at large and marketed widely using direct email invitation and online and social media marketing. Paper surveys were made available to those without internet access and to those for whom answering an electronic survey would be prohibitive due to vision, dexterity or learning issues. Established community partner relationships were leveraged to maximize the quantity and quality of paper survey responses and provide a supportive environment in which to complete the survey for those that needed it.

Due to differences in the mandated cadence for community health assessments and corresponding improvement plans between hospitals, county health departments, CCOs and FQHCs, combined with staffing and capacity concerns across all public and social service sectors recovering from the COVID-19 pandemic and wildfires, Asante and Providence hospitals led the effort for the 2022 CHNA cycle. Jackson

County Health, Josephine County Health, AllCare Health and La Clinica were approached with opportunities for participation throughout the process. Representatives and designees participated in key informant interviews, listening sessions, community health surveys and key informant surveys. These health organizations, along with many other public and not-for-profit community partner agencies facilitated opportunities for the hospitals to engage with both key Informants and community members during the CHNA process.

In addition to the work completed for Asante Three Rivers' CHNA in 2022, hospital representatives are presently serving alongside Jackson County Health, Josephine County Health and the region's CCOs, FQHCs and other community partners for the regional collaborative community health assessment "All in for Health." This collaborative adheres to the five-year cadence required of county health, CCOs and FQHCs. The regional All in for Health Community Health Assessment was published on Dec. 30, 2023. Asante team members then engaged in the collaborative effort to develop Community Health Improvement goals and strategies around the identified regional needs: access to health care, behavioral health, housing and community building. The All in for Health CHIP outlining the goals and strategies that will inform collaborative regional efforts from 2025 to 2029 launched in October 2024.

Josephine County, and neighboring Jackson County, are both located in Health Professional Shortage Areas designated by the Federal Health Resources and Services Administration with Josephine County experiencing both income and geographic designations. Josephine County is also designated as a Medically Underserved Area by the Oregon Office of Rural Health, while Jackson County is identified as a Medically Underserved Population. Accordingly, access to care is the top concern for the community. Wait times, insurance coverage, number of providers and provider availability were all cited as barriers to receiving prompt health care by community members and key informants during Asante Three Rivers' CHNA process. These concerns were reiterated during the 2023 All in For Health CHA process. These issues, noted in previous Asante Three Rivers' CHNAs, continue to challenge our community. Asante continues to make good faith efforts to meet increased demand for services amid national trends present locally such as constrained provider availability, lengthening wait times, increasing case complexity and continuing post-pandemic financial recovery efforts.

ADDRESSING IDENTIFIED HEALTH NEEDS

There is a high degree of intersectionality between Asante Three Rivers' identified health needs: access to care, chronic conditions and mental health. As such, it can be challenging to disaggregate them for reporting purposes. Asante Three Rivers invested over \$1.9 million dollars toward programs and initiatives addressing access to care in FY24 and another \$1.3 million in programs more directly addressing chronic conditions.

A key aspect of ensuring access to health care is ensuring access to health insurance coverage. Asante Three Rivers employs certified application counselors to assist community members applying for and accessing insurance coverage. Over 2,000 community members were supported through their insurance application and navigation processes during FY24 through this program. Beyond support with navigating the insurance application process, many individuals find they need support navigating personal health conditions, often alongside aspects of regular life that have been made more challenging by the presence of illness. Nearly \$500,000 of the \$1.9 million noted above was invested in nurse navigation and social work programs across Asante Three Rivers, with just under \$145,000 of that total dedicated to nurse navigation and social work for patients engaged with cancer services. Asante also invested over

\$60,000 in dietitians dedicated to working with Spears Cancer Center to provide nutrition education and support for community members navigating cancer diagnoses and recovery.

Asante Three Rivers invested nearly \$700,000 in supervised clinical licensure experiences required of those seeking licensure as doctors, nurses, technicians and medical support personnel. Providing these essential clinical experiences for emerging professionals ensures our community's access to highly trained and qualified health care providers, technicians and support staff year over year. During FY24, 191 individuals completed their required supervised clinical experiences at Asante Three Rivers.

Through The Family House, Asante Three Rivers provided 783 people with 1,565 nights of low-to-no-cost accommodation while seeking care for themselves or a family member at our facilities. Asante Three Rivers also provided approximately 300 nights of supported care or transitional shelter for community members who were not ill enough to remain in the hospital but needed a more supportive experience to facilitate further healing before returning home after hospitalization.

During FY24, a recent collaborative study on Hospital Based Opioid Treatment shifted from its research phase to integration with standard care. This program seeks to address the root causes of substance use disorder, reduce recidivism and ensure continuity of care after hospital discharge for acute illness for patients experiencing opioid use disorder. While not quantified as a monetary community benefit investment, Asante Three Rivers was able to provide critical hospital based opioid treatment support services to 27 community members.

ADDRESSING MENTAL HEALTH ALONGSIDE SOCIAL DETERMINANTS OF HEALTH AND HEALTH EQUITY

Asante Three Rivers employs an array of professionals whose primary focus is to support vulnerable community members. Just over \$150,000 was invested in the employment of certified application counselors to assist uninsured and underinsured individuals in attaining health care coverage, thus increasing vulnerable community members' access to ongoing care for chronic conditions as well as preventive, emergent and non-emergency care. During the first quarter of FY24, clinic-based community resource coordinators supported more than 190 community members in addressing specific individual health-related social needs around transportation, shelter, care navigation, food and medication access.

Hospital-employed social workers addressed similar concerns for individuals seeking care at the hospital, absorbing the costs for transportation, temporary or transitional shelter, adult foster care, guardianship, caregiving, home monitoring and the purchase of medical equipment to support community members' health care goals upon discharge. Asante Three Rivers invested over \$160,000 in these individualized patient supports. Additionally, across the system, Asante Foundation Compassion Funds were made available to support patients navigating health difficulty with critical needs around housing, utilities, transportation, food and medication. Asante Three Rivers facilitated nearly \$23,000 in Compassion Fund expenditures to the direct support of vulnerable patients' transportation, housing, utility, medical equipment and other health-related social needs during FY24.

INVESTING IN OUR COMMUNITY THROUGH CHARITABLE GIVING

While Asante Three Rivers does not have a formal granting process in place, we do support our community through intentional charitable gifts to community partners directly addressing priority needs

in the region. In partnership with Asante Foundation, our annual contribution to Jackson County Sexual Assault Response Team ensures access to immediate and follow up care for community members impacted by sexual violence; for FY24 that amount was \$15,400. Grants Pass Sobering Center received a \$12,400 contribution designated to support the health and safety for community members engaged with their program. Beyond these larger gifts, Asante Three Rivers also provided sponsorships supporting work around mental health for children and families in our community.

CONCLUSION

During FY24, Asante Three Rivers balanced the needs and concerns of our community while making intentional progress toward financial recovery and increasing alignment with state and federal community benefit guidelines. Asante looks forward to the ongoing evolution and refinement of Asante Three Rivers' community benefit programs and initiatives for FY25 as we continue to grow alongside our evolving community.