



OHSUHealth
Hillsboro Medical Center



**Community Benefit
Report
Fiscal Year 2024
(July 1, 2023-June 30, 2024)**

Reference Documents:

2022 Community Health Needs Assessment

bit.ly/2022-hcwc-chna

2022 – 2024 Community Health Improvement Plan

bit.ly/2022-2024-chip-report

**Hillsboro Medical Center
Community Benefit Report
Fiscal Year 2024 Update**

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Hillsboro Medical Center hosting the Prenatal-to-Three (P-3) community-wide information and resource fair where hundreds of staff of local non-profit agencies gathered to learn and network together.

Our Hospital and Our Community

Established in 1918, Hillsboro Medical Center is a not-for-profit, community-based health care organization in Washington County, Oregon. With over 100 years of history in the community, we operate as an independent organization, governed by community board members. Aimed at providing for the health care needs of local community members, the organization provides significant funding to benefit our patients through community education, investment in community health, and support of our community partners.

As our population in Washington County continues to lead the Portland-metro area in growth, Hillsboro Medical Center is prepared to continue to provide excellent health care and a positive patient experience as we transform the delivery of health care with our partners, OHSU Health.

Our primary service area is Western Washington County, from Aloha and Beaverton west to the Coast Range, including Hillsboro, Forest Grove, Cornelius, Banks, North Plains and Gaston. Population of the area is approximately 250,000 people and growing.

Hillsboro Medical Center Locations:

- Hillsboro Medical Center: 167 beds with state-of-the-art acute care and level 2 NICU
- 7th Avenue Medical Plaza
- 8th Avenue Medical Plaza
- Over 20 primary care and specialty clinics
- ¡Salud! Services outreach program for vineyard workers
- Mobile Mammography unit
- Community Health Education Center

Medical Staff: Over 550 OHSU and HMC physicians and credentialed healthcare providers and 55 medical residents.

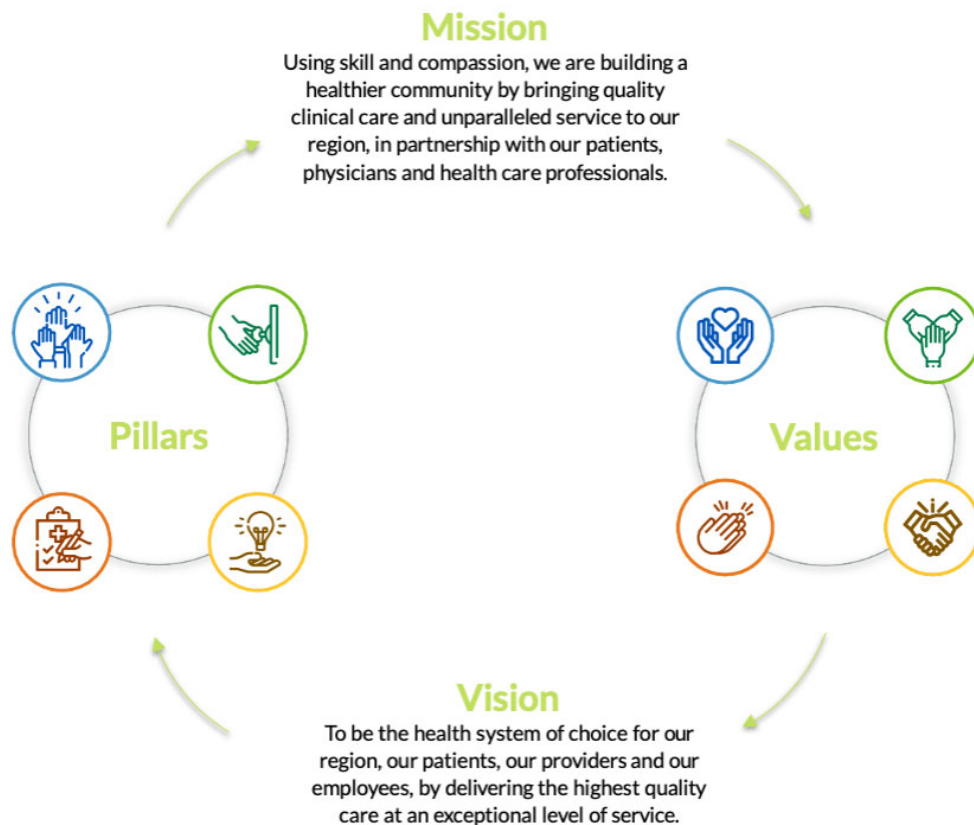
Workforce: One of the region's largest employers, with 1,350 employees and 90 volunteers.

Demographics: The local community is highly diverse, illustrating the importance of focusing on health equity as we serve the needs of the entire community.

Primary Service Area - Population Demographics						
(2020 Census)						
	Oregon	WashCo	Hillsboro	Forest Grove	Cornelius	Staff
Total Population	4,246,000	600,811	107,299	26,784	14,431	
White %	73.5	62.1	54.2	65.3	43.0	64.0
Hispanic/Latino %	14.4	17.9	23.9	27.7	50.8	15.0
Asian %	5.1	12.7	11.9	2.0	1.9	13.0
Black %	2.3	2.9	3.0	1.2	1.3	3.0

Mission and Values

At Hillsboro Medical Center, we have an important mission and vision:



Financial Assistance Program

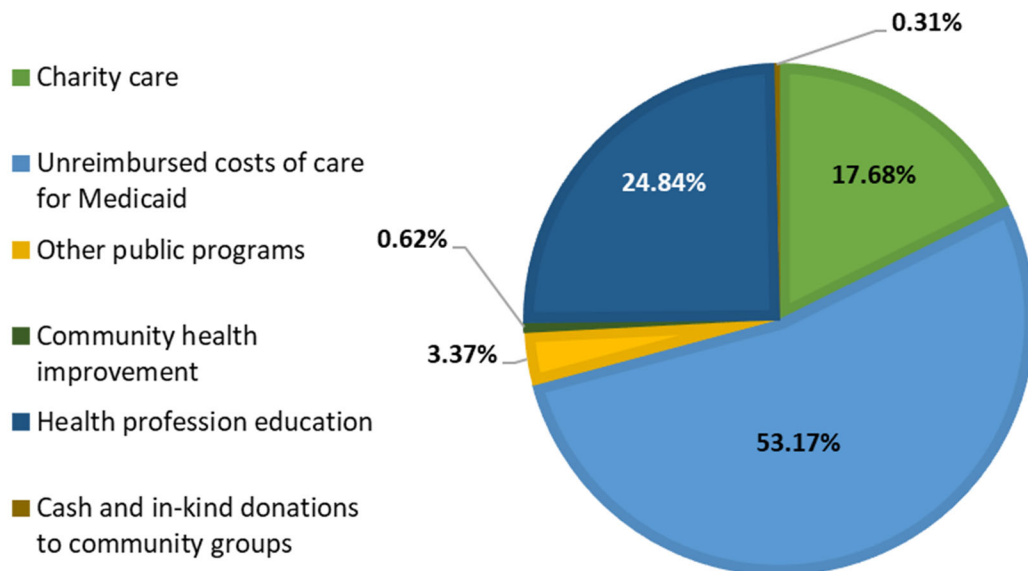
Hillsboro Medical Center provides emergency medical care and essential health care services for all patients, regardless of ability to pay. A financial assistance policy is in place to provide free or discounted services based on financial eligibility. Dedicated insurance verification staff screen all patients for financial assistance needs and assist them with insurance applications and preparing financial assistance documents. In FY24, the Insurance Verification team:

- Updated the hospital website to include a link to financial assistance information
- Provided an option for online financial assistance applications
- Initiated presumptive eligibility queries for all patients prior to their date of service
- Updated patient materials to draw attention to financial assistance offerings

Economic Value of Community Benefit

Hillsboro Medical Center provided over \$30 million in community benefit in fiscal year 2024. The community benefit included charity care, unreimbursed costs of care, community health improvement, health profession education and sponsorship of community partners.

Community Benefits by Category			
■ Charity care	\$	5,358,360	17.68%
Total charity care	\$	5,358,360	
■ Unreimbursed costs of care for Medicaid	\$	16,112,977	53.17%
■ Other public programs	\$	1,022,012	3.37%
Total government sponsored healthcare	\$	17,134,989	
■ Community health improvement	\$	187,603	0.62%
■ Health professions education	\$	7,528,660	24.84%
■ Cash and in-kind donations to community groups	\$	93,143	0.31%
Total other benefit	\$	7,809,405	
Total	\$	30,302,754	100%



Year of Publication of the Most Recent CHNA: 2022

2022 Community Health Needs Assessment

To evaluate community health needs and priority areas, every three years Hillsboro Medical Center participates in the Healthy Columbia Willamette Collaborative (HCWC) to complete a four-county community health needs assessment (CHNA).

Consisting of seven hospital systems, four county health departments, and one coordinated care organization, the HCWC region covers Washington, Clackamas and Multnomah counties in Oregon and Clark County in Washington. This unique public/private partnership serves as a platform for collaboration around health needs assessments. It allows for a more comprehensive view of community needs, informs priorities for HCWC member organization improvement plans, and supports a shared understanding for HCWC stakeholders and partners who collaborate on how to best meet community health needs.

HCWC focuses on broad issues impacting the health of the region, including chronic conditions, language barriers, economic instability, isolation, and others. HCWC identified discrimination, racism, and trauma as the overarching issues that shape the lives and health of community members. HCWC prioritized equity issues throughout the data collection, analysis, and reporting process for this CHNA. HCWC prioritized community input and lived experiences of priority populations and leaders from community-based organizations across the region.

As supported by quantitative data collected and analyzed for the CHNA, HCWC identified core issues central to the needs of the region and Hillsboro Medical Center then identified a community-specific implementation plan. The 2022 CHNA and 2022-2024 Community Health Improvement Plan (CHIP) were reviewed and adopted by the Hillsboro Medical Center Board of Directors on June 23, 2022. The documents were made available to the public through posting on the hospital website on June 30, 2022. Printed copies are available to the public upon request, at no charge.

Top Health Needs Identified in the 2022 CHNA

Based on the findings within the 2022 CHNA, Hillsboro Medical Center identified a series of health priorities to focus on within our service area during the time period 2022-2024. Prioritized focus areas are as follows:

- Focus Area 1: Access to Care/Equity/Culturally Responsive Care
- Focus Area 2: Mental Health and Substance Abuse
- Focus Area 3: Chronic Conditions/Preventive Health
- Focus Area 4: Prenatal/Parenting Education

Hillsboro Medical Center prioritized interventions during the 2022-2024 period. No organization can single-handedly address all priority areas, however, through our partnerships we are confident other community organizations are addressing the remaining priorities. As

discrimination, racism and trauma are overarching issues that shape the lives and health of community members, the impact of these factors is considered within each focus area.

Fiscal Year 2024 Community Benefit Activities to Address Identified Health Needs

Focus Area 1: Access to Care /Equity/Culturally Responsive Care

Objective: Improve access to primary care, with special emphasis on those covered by the Oregon Health Plan (Medicaid)

Interventions/Actions:

- ✓ Expanded the amount of education, website content and printed materials available in Spanish; participated in community health-related media campaigns
- ✓ Expanded translation services to include multiple options; expanded utilization of translation devices
- ✓ Implemented Epic health record improvements to incorporate interpretation services into virtual visits
- ✓ Improved awareness of services through increases in social media followers including frequent postings of health-related information, events, new providers, patient stories, etc.
- ✓ Promoted services in a series of outreach flyers for the following clinics: primary care, neurology, neurosurgery, NICU/pediatrics, cardiology, orthopedics, women's and children's services
- ✓ Improved appointment scheduling process through implementation of e-referrals and e-consults
- ✓ Provided 3,668 video consultations in ambulatory clinics
- ✓ Provided support for community primary care offices currently utilizing non-Epic electronic health records
- ✓ Participated in grant-writing with Hillsboro School District, Portland Community College, Doulas Latinas International and the Hillsboro Health & Education District partners on health care training opportunities focused on priority populations
- ✓ Organization-wide Diversity, Equity and Inclusion Committee met regularly, creating and disseminating quarterly newsletters
- ✓ Patient and Family Advisory Council held monthly meetings to improve community awareness of services and to promote improvements within the health care environment
- ✓ Graduate Medical Education (residency) program graduated its first class, with one-third of the class remaining in the area to continue providing primary care services locally
- ✓ Internal Medicine Residency Program received a \$20,000 grant to fund an assessment of structural racism among the local Latinx population needing care for chronic diseases
- ✓ Expanded mobile mammography services into additional rural and underrepresented communities
- ✓ Provided expanded migrant/vineyard worker screenings through the ¡Salud! Mobile Clinic; funded a new mobile clinic van to expand opportunities for outreach
- ✓ Supported diversity in hiring and monitored successful increase in diversity of employees

- ✓ Supported Virginia Garcia Memorial Foundation and Project Access Now to provide services for uninsured patients and undocumented immigrants
- ✓ Provided sponsorships to local community-based agencies which support health improvement within the community, with an emphasis on underserved populations

Implementation Highlight: Enhancements to Language Services

To ensure equal access to healthcare services and programs, Hillsboro Medical Center provides healthcare interpretation and translation services at no cost. Interpretation is provided in various modalities, including in-person, telephonic, and video. During FY24, Hillsboro Medical Center improved access to language services for patients and their families, including:

- Added two new language services vendors for in-person and telephonic interpretation, including interpretation for American Sign Language
- Received approval for two full-time onsite Spanish interpreters
- Implemented the ALTA language competency program for those employees who speak other languages, allowing employees who demonstrate competency to work directly with patients in another language without the need for an interpreter. Current languages include Spanish, Arabic, Korean, Vietnamese, Chinese and Russian

In-Person Services	Passport to Languages M-F 7:30am to 5:30pm 503-297-2707 After hours or weekends: 1-800-297-2707	Linguava 503-265-8515 *ONLY available for ambulatory clinics Clinics, please use your designated access code	National Interpreting Services 503-932-8460 schedule@nationalinterpretingservice.org *ASL only Available 24 hours
Phone Services	Certified Languages International (CLI) 1-877-224-3808	LanguageLine Solutions 1-800-264-1552 (access code: 839695)	Passport to Languages 1-877-715-5509 (account # 31984 Pin: 7891)
VRI/iPad Services	LanguageLine Solutions iPads dispersed amongst clinic and hospital units		

Focus Area 2: Mental Health and Substance Abuse

Objective: Participate in expansion of mental health and substance use treatment programs in Washington County

Interventions/Actions:

- ✓ Provided inpatient addiction treatment consultations through the hospital-based IMPACT Program (Improving Addiction Care Team)
- ✓ Provided Office Based Addiction Treatment (OBAT) outpatient substance use treatment in primary care clinics for alcohol and opioid treatment
- ✓ Provided Behavioral Health/Social Work consultations in primary care clinics
- ✓ Supported development of new addiction treatment center opening in Fall 2025 (Washington County Center for Addition Triage and Treatment/CATT)
- ✓ Provided trauma-informed care training for providers and staff
- ✓ Provided “One Pill Can Kill” community education related to the fentanyl crisis, opioid overdoses and appropriate use of naloxone; provided naloxone training video in Spanish
- ✓ Participated in county-wide effort to distribute naloxone at no charge for anyone receiving an opioid prescription
- ✓ Worked with Project Homeless Connect and city and county staff and resource officers regarding houseless individuals on and near the hospital campus
- ✓ Supported development of affordable housing, particularly at Block 67 in the Health and Education District and in the Forest Grove and Cornelius communities
- ✓ Publicized and promoted drug turn-in events in Hillsboro and Forest Grove
- ✓ Promoted the “988” Hotline and the Washington County Hawthorn Crisis Center for individuals in mental health crisis

Implementation Highlight: Participating in county-wide efforts to reduce opioid overdoses

In FY24, Hillsboro Medical Center participated in a county-wide effort to make naloxone widely available to prevent opioid overdoses. In the pilot program, naloxone, wound care kits and syringes were distributed to the community. During the pilot program, Hillsboro Medical Center distributed 288 naloxone kits, 30 wound care kits and 200 syringes. Following the pilot program, the pharmacy, primary care clinics and emergency department established a relationship with Project Red to provide free naloxone kits to all patients receiving opioid prescriptions, amounting to approximately 60 kits per month.



Washington County Crisis Line



503-291-9111

- Staffed by master's level clinicians 24/7
- Provide support & referrals via phone
- Free & confidential
- Interpreters available

Community overdose and crisis line campaigns, including Spanish video by HMC CPR instructor Eric Raygoza

Focus Area 3: Chronic Conditions/Preventive Health

Objective: Improve access to preventive care and community education related to chronic conditions

Interventions/Actions:

- ✓ Provided community education to support community health:
 - Diabetes: Diabetes Management, outpatient consultations
 - Cardiovascular disease: hypertension screening, CPR/AED/First Aid classes
 - Stroke: BEFAST/RAPIDO stroke awareness campaign
 - Parkinson's and Alzheimer's Disease: Support group referrals
- ✓ Participated in Cancer Screening Campaign at community health fairs and Hillsboro Tuesday Night Market in concert with OHSU Knight Cancer Institute
- ✓ Recruited additional providers and expanded access at Cardiology, Neurology, Neurosurgery and primary care clinics
- ✓ Provided low-cost CPR/AED/First aid training programs in English and Spanish
- ✓ Provided "Know Your Numbers" community hypertension campaign (English and Spanish) in collaboration with the American Heart Association
- ✓ Provided "Hands-only CPR" outreach to the community
- ✓ During Breast Cancer Awareness Month, provided community education about the importance of finding breast cancer early
- ✓ Provided outreach mobile mammography procedures, focused on meeting the needs of underserved communities
- ✓ Participated in annual Hillsboro July 4th Parade, promoting mammography services
- ✓ Provided community education and screenings (cancer screenings, stroke awareness, hypertension screening, etc.) at Hillsboro Hops Sponsorship Nights, Latino Fest, Hillsboro Tuesday Night Market, M & M Market, The Springs Assisted Living, etc.
- ✓ In collaboration with the Hillsboro School District Healthy Kids Program, provided nutrition, safety and healthy living information at a track meet for 900 youth from 18 area schools
- ✓ Provided space and recruitment for 15 American Red Cross blood drives, resulting in nearly 300 units of blood donated to serve the needs of over 800 patients
- ✓ Participated in Oak/Baseline/10th Avenue community visioning process to improve livability, safety and connectedness for area residents, businesses, hospital staff and patients
- ✓ Hillsboro Medical Center athletic trainers provided services to over 3,500 high school students in the Hillsboro and Forest Grove area
- ✓ Invested \$425,000 in quality funds from OHSU Health IDS in medication management and education for diabetes and mental health

Implementation Highlight: Community Outreach and Education

Hillsboro Medical Center providers, employees and volunteers provided health education and information at numerous community events. Photos below include Hillsboro Tuesday Night Market, Reed's Crossing Farmers Market, Healthy Kids Program track meet, Hillsboro Hops baseball stadium activations, and Knight Cancer Center outreach team.



Focus Area 4: Prenatal/Parenting Support and Education

Objective: Expand awareness of supportive services available to women and children

Interventions/Actions:

- ✓ *Braner Family Safety Resource Center* provided outreach including car seat education, cribs and safe sleep equipment, locking medication/gun cabinets, etc.
- ✓ Promoted Infant Safe Sleep webpage to provide safety guidance for new parents
- ✓ Provided prenatal/parenting classes, offering both in-person and virtual options
- ✓ Provided prenatal/parenting class discounts for OHP and WIC recipients
- ✓ Collaborated with Washington County's *Help Me Grow*, *Healthy Beginnings*, and *WIC Programs*: provided awareness and resource materials for the Women's Clinic, Family Medicine Clinics, Labor and Delivery, NICU/Pediatrics unit, and childbirth and parenting classes
- ✓ Expanded Baby Club for new parents to include virtual and in-person options
- ✓ Hosted Washington County Prenatal to Three (P3) Partnership event
- ✓ Promoted Doernbecher NICU/Pediatric Unit at Hillsboro Medical Center to area providers
- ✓ Promoted "family centered visits" at South Hillsboro Primary Care where new parents conveniently schedule their own postpartum appointments back-to-back with their newborn's well-child checkups
- ✓ Employed a full-time community health worker (CHW) to assist families in the Women's and Children's Center with education, resource information and referral, patient navigation and support

Implementation Highlight: Community Health Workers

Beginning July 2023, HMC employed a full-time community health worker (CHW) to assist families in the Women's and Children's Center with education, resource information and referral, patient navigation and support. The community health worker provided services to 550 new mothers and their babies with 4,388 referrals to community agencies and programs. The Women's and Children's leadership team pursued grant opportunities to expand the role of CHWs and doulas in both the Women's and Children's Center as well as the Women's Clinic.

Implementation Highlight: Braner Family Safety Resource Center

The Infant Safety Program (Safe Home, Safe Ride, and Safe Sleep) provides education and resources to all children & caregivers. This program, staffed by a part-time Injury Prevention Health Educator, ensures all families have access to safe and appropriate car seats along with a safe sleep environment. In FY24, HMC provided 556 patient safety consultations and distributed 72 infant safety kits and 65 safe sleep kits. 516 car seats were inspected, and 128 new car seats were distributed.



Braner Family Safety Resource Center display in the HMC Women's and Children's center and staff providing car seat fittings and education at community events

Community Benefit Activities that Address Social Determinants

Addressing Health-related Social Needs

Health-related social needs include increased civic participation, addressing discrimination, and systematic incarceration, improved access to health care, etc. Examples of Hillsboro Medical Center's community benefit activities addressing these areas include:

- ¡Salud! Services medical outreach to vineyard stewards and their families
- Sponsorship of local community-based agencies that support health improvement
- Sponsorship of community events for Latinx, Black and Pacific Islander communities
- Free or reduced rate classes for women receiving WIC and OHP
- Free or reduced rate classroom and auditorium space for community non-profits

- Patient and Family Advisory Council with diverse community membership
- Free translation and interpreter services
- Efforts to increase diversity among employees and providers
- Improved referral process for patients needing support from community agencies
- Mobile mammography outreach to women in underserved communities
- Outreach to high school and college students to encourage exploration of health professions, particularly among first generation college students

In Fiscal Year 2024, Hillsboro Medical Center made community investments in the amount of \$128,470 to the following organizations:

- Hillsboro Hops Professional Baseball
- Project Access Now
- American Heart Association
- Hillsboro Tuesday Night Market
- Centro Cultural
- Washington County Chamber of Commerce
- Forest Grove/Cornelius Chamber of Commerce
- Virginia Garcia Memorial Health Center
- Forest Grove Lions Club
- Hillsboro Rotary Club

Addressing Systemic Issues or Root Causes of Health Equity

Systemic issues include lack of educational opportunities, language, literacy, employment, food insecurity, housing instability, poverty, etc. Examples of Hillsboro Medical Center's community benefit activities addressing these areas include:

- Provided financial counseling and assistance for patients in need of coverage for health care expenses
- Improved coordination of existing community resources
- Financial support for patient transportation
- Provided holiday gifts for low-income, home-bound patients
- Hosted clothing and coat drive for local grade school students and for four local non-profit agencies providing services to those experiencing houselessness
- Hosted hygiene and toiletry drive for school students and community members experiencing houselessness
- Provided job shadow/observation opportunities for high school students and other community members exploring health careers
- Provided guest speakers at career events including Hillsboro School District Health Career Day and Pacific University/Oregon Healthcare Workforce Institute Synapse Camp, focused largely on first generation students
- Collaborated with Virginia Garcia Memorial Health Center on placement of houseless individuals who are discharged from the hospital
- Provided post-discharge housing for patients in need (\$17,426)

- Provided vouchers for patients needing transportation, including taxi cabs, MAX light rail and TriMet (\$33,527)
- Promoted “Ride to Care” free transportation services for HealthShare patients
- Provided case management referrals to local agencies which can support patient social needs or concerns, including Community Action, Washington County, etc.
- Provided training for staff and providers in trauma-informed care and adverse childhood experiences (ACES)
- Provided sponsorships to local community-based agencies supporting health improvement within the community
- Provided outreach for staff and their families during the holidays, including Thanksgiving baskets, Christmas gift cards and food baskets, and food pantry and personal hygiene items
- Provided warm winter clothing for individuals experiencing houselessness
- Provided Christmas gifts for home-bound patients experiencing financial hardship and isolation

Implementation Highlight: Community Outreach to Future Health Care Workforce

In FY24, HMC reinstituted job shadows and observation activities for high school and college students. In addition to training provided for numerous area colleges and universities, partnerships with Pacific University’s Synapse Camp, the Hillsboro School District and Portland Community College provided many opportunities for HMC staff to share their talents with students, including first generation students.



Implementation Highlight: HMC Residents Go Back to School to Mentor the Next Generation

Not every high school student can use a portable ultrasound machine to identify blocked arteries or apply a thumb spica splint in a pinch. But thanks to a mentorship program started by residents of Hillsboro Medical Center’s Family Medicine Residency Program, all of Hillsboro High School’s Sports Medicine students have learned these valuable skills.

“A big part of medicine is being lifelong learners, and that’s not just learning ourselves, but teaching others and giving back to the community,” says Marissa Bruno, M.D., a second-year resident at Hillsboro Medical Center.

Bruno helped introduce this mentorship program—where residents design lesson plans and teach interactive classes to students three times throughout the academic year—to show students what a career in healthcare can look like.

“These opportunities and experiences could be the inspirational moments that fuels and drives them [students] to pursue a career in healthcare,” explains Kori Sakamoto, Exercise & Health Science Teacher at Hillsboro High School.



Family medicine residents Ally Bray, M.D. and Lisa Huynh, D.O. show local high school students how to use a butterfly probe portable ultrasound; Jessica Osborn, M.D., first-year family medicine resident, shows students how to apply a splint.

Implementation Highlight: Mobile Health Coalition Brings Healthcare to the Community

The Mobile Health Coalition held its first collaborative health fair event February 10, 2024, with more than three dozen OHSU Health members at the Beaverton Resource Center that served over 200 people. The event included free vision exams, mammograms, cancer screenings, skin cancer spot tests, mental health screenings and consultations, dental services, blood pressure, diabetes and cholesterol screenings for community members.

The Mobile Health Coalition supports and facilitates collaboration among health systems to take health services directly to under-served communities. Mobile health eliminates financial, language, insurance and access barriers and aims to improve the well-being of our communities.



Fiscal Year 2024 Statistics At a Glance:

- Diversity in Hiring: 42% non-white employees and medical residents
- Scholarships: \$20,219 (employee); \$4,000 (high school students)
- Mentorships/Internships/Residencies: 174 nursing students, 131 allied health students; 40,993 clinical hours (\$2.7 million)
- Support/sponsorship of non-profit community organizations: \$128,470
- IMPACT team inpatient addiction program: 1,375 inpatient addiction treatment consultations to 491 inpatients
- Office Based Addiction Treatment (OBAT) program: outpatient substance use treatment in primary care clinics for alcohol and opioid treatment
- Behavioral Health/Social Work in primary care clinics: 1,874 consultations
- ¡Salud! Services: mobile unit providing primary care for vineyard stewards including medical referrals, vision referrals and dental referrals
- Mobile mammography screenings: 3,446
- Athletic trainers: services for 3500 high school students in five area high schools
- Patients screened for financial assistance needs: over 9,000
- Childbirth/parenting classes: free/reduced rate classes for women receiving WIC and OHP \$1,572
- Classroom space: free/reduced rate classroom and auditorium space for non-profit partners \$26,183
- Braner Family Safety Resource Center: 556 patient safety consultations, distributed 72 infant safety kits, 65 safe sleep kits, and 128 new car seats; inspected 516 car seats