

## Public Comments

The [Health Care Market Oversight](#) (HCMO) program reviews proposed health care business deals to make sure they do not harm people and communities in Oregon. This document presents public comments related to HCMO's one-year follow-up review of Adventist-MCMC (transaction ID: 006). Public comments were received via email to [hcmo.info@oha.oregon.gov](mailto:hcmo.info@oha.oregon.gov), voicemail, or by filling out the [Public Comment Form](#). Comments are presented below in the order received and may include typos or misspellings. Personal contact information for individuals has been removed.

OHA expresses no views on the substance of these comments, and their publication does not constitute an endorsement by OHA of the views expressed.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact us by email at [hcmo.info@oha.oregon.gov](mailto:hcmo.info@oha.oregon.gov) or by phone at 503-945-6161. We accept all relay calls.

### 1. **Subject: (no subject), 8/29/2024**

I would like to see Waters Edge facility in The Dalles open again to the public. The pool is needed for lap swimming and the exercise equipment room was also very useful and needed. It doesn't make sense for this facility not to be used 100%. We used to pay monthly to use the pool. There didn't seem to be any additional staffing required to let paid user use the pool so it didn't make sense when this facility was closed to the public.

Steven Winkle

### 2. **Subject: Ref kindred being bought by private equity firm, 8/29/2024**

Any time a private equity buys anything, it comes down to money at the expense of care, resources and supplies. I am completely opposed to this and predict that the already low level of resources allocated in these homes will dwindle even further.

Concerning Adventist and mid Columbia, this was inevitable. However, it may be a positive thing for patients in the Dalles. They will have access to specialists not only from Adventist but also from ohsu. Also Adventist health is a smaller, west coast system. It still has a heart and has improved their care over the last 20 years that I've been with them .

Diane Zhi

**3. Subject: (no subject), 9/4/2024**

During the transition I have experienced extremely long wait times for tests and scans. Do not feel as if there has been clear communication with consumers.

**4. Subject: Adventist Health Survey, 9/10/2024**

Since Adventist took over MCMC, it's actually been worse. There's less communication and every time I have to deal with them concerning my mother, it's an absolute trainwreck. There are a handful of employees that have bridged the gap and taken into account my emotional well being as a caregiver. The saddest part, is that this is the nearest hospital from our rural location.

Thank you for your time

**5. Subject: Care at Adventist of the gorge**

The care has not changed from mcmc to the new name. When you go to the Ed you sit for hours take it from someone that goes in for heart and breathing problems. Urgent care isn't open like it should be. To get a appointment with any provider your talking months out even though most Dr's will leave a couple appointments open for a serious appointment you still can't get in. Ive been going to this hospital since 92 and it just keeps getting worse.

**6. Received 10/6/2024**

For the most part I feel Adventist has continued to provide quality services to the community. There are concerns that in the transition a large number of nursing staff were not paid at the appropriate rate of pay, did not receive correct paid time off accruals, and had a delay in other benefits. The Adventist system requires these items be dealt with by submitting tickets to the corporate level which were not addressed in a timely manner. The local employees that deal with such issues seemed knowledgeable to look into these issues but were unable to address them delaying

appropriate pay and benefits. It is appreciated that local experts are still apart of ensuring that, although frustratingly unacceptably delayed, these items are being addressed. Hard to trust a system that doesn't provide transparency in the process or give updates on when pay or benefits will be corrected and actually paid. One nurse literally didn't get paid for half her check and it was weeks before she got paid and they couldn't tell her when to expect her wages. So stressful when there are bills to pay.

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## About HCMO

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The Healthcare Market Oversight Program reviews proposed health care business deals to make sure they support statewide goals related to cost, equity, access, and quality. For more info, you can connect with HCMO staff:

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