

043 Providence – Compassus Employee Survey Results

The information in this document does not represent or imply any decision by OHA regarding the proposed transaction. OHA is continuing to conduct its comprehensive review of the proposed transaction and will consider the results of the survey along with information provided by the entities, public comments, internal data and subject matter expertise, analyses by outside advisors, and publicly available information. Once its comprehensive review is complete, OHA will issue a decision on whether to approve, approve with conditions, or disapprove the transaction.

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If you have any questions about this summary or would like to request more information, please contact hcmo.info@oha.oregon.gov

Background

This document summarizes results from a survey fielded by Oregon Health Authority (“OHA”) to employees of Providence St. Joseph Health (“Providence”) engaged in providing home health and in-home hospice services in Oregon. The purpose of the survey was to inform OHA’s ongoing comprehensive review of the proposed material change transaction involving FC Compassus (“Compassus”) and Providence Health & Services – Oregon (“Providence Oregon”).

OHA accepted a complete [Notice of Material Change Transaction](#) (“notice”) from Providence and Compassus on March 20, 2025 and began a preliminary review of the proposed transaction. OHA completed the [preliminary review](#) on April 18, 2025 and [determined](#) that the transaction required a comprehensive review. See OHA’s [preliminary review report](#) for more information on Compassus, Providence, and the terms of the proposed transaction.

OHA aims to ensure that comprehensive reviews are informed by the public through meaningful engagement. To this end, OHA developed and distributed two employee surveys intended for current or former employees of Providence engaged in providing home health or hospice services in Oregon and Washington, respectively. The purpose of the Oregon survey was to understand employees’ outlook on the proposed transaction and their experiences to date with the potential change in management from Providence to Compassus. The Washington survey aimed to learn about employees’ experiences since the close of the joint venture in their state.

The surveys were posted to the [Providence Compassus transaction review webpage](#). OHA received very few responses to the Washington employee survey and is therefore unable to report on results from that survey.

Survey Design

OHA developed the survey questions based on information provided by Providence and Compassus in the notice, public comments, and media reports. OHA also consulted with subject matter experts brought on to assist OHA during this comprehensive review.

OHA included both short answer questions and closed-ended questions in each survey. Most of the closed-ended questions were written on a likert scale. (The likert scale is a rating scale used to measure the level of agreement or disagreement with the question.)

The surveys were anonymous, and responses were not linked to personal or identifying information. OHA combined the responses below to further protect anonymity.

Outreach

OHA attempted to reach as many employees as possible in Oregon and Washington to take the survey and distributed the survey through a variety of channels, including local unions representing Providence home health and hospice workers in [Oregon](#) and [Washington](#), and [state health care agency distribution lists](#). OHA also posted the survey to

the Providence-Compassus [transaction website](#) with instructions for employees on how to obtain the survey link.

The survey was open from July 2025 through September 2025.

Oregon Survey Results

OHA received 215 responses to the Oregon survey and 5 responses to the Washington survey. OHA received too few responses to the Washington survey to report results.¹ Below is a summary of the results of the Oregon employee survey. Unless otherwise indicated, each question received 215 responses.

Respondents

Respondent characteristics are summarized below.

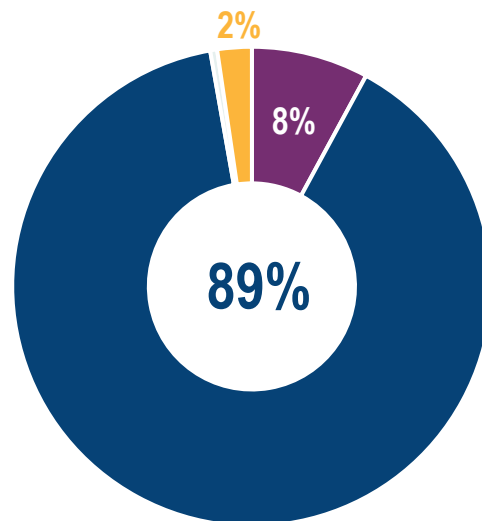
- The median age range of respondents was 45-54. (213 responses)
- The respondents had worked a median of 12 years for Providence. (213 responses)
- The respondents worked a median of 36 hours per week. (204 responses)
- 93% of respondents were current employees, and 7% had voluntarily left within the last six months.

Current or recent role

The survey asked about respondents' current or recent role, the service line they worked in, and their job satisfaction.

Question 1: Please characterize your current or most recent primary role at Providence Home Health and Hospice by checking all the boxes below that apply. If other, please specify

89% of the respondents were **direct/front-line patient care workers**, 8% worked in **clinical operations**, 2% responded as **other types of workers**, and less than 1% were executive level workers

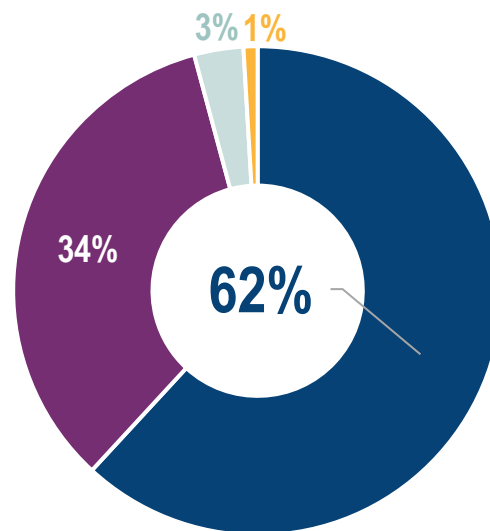


¹ OHA reporting standards recommends suppressing survey data if there are less than 50 responses because the data is unreliable.

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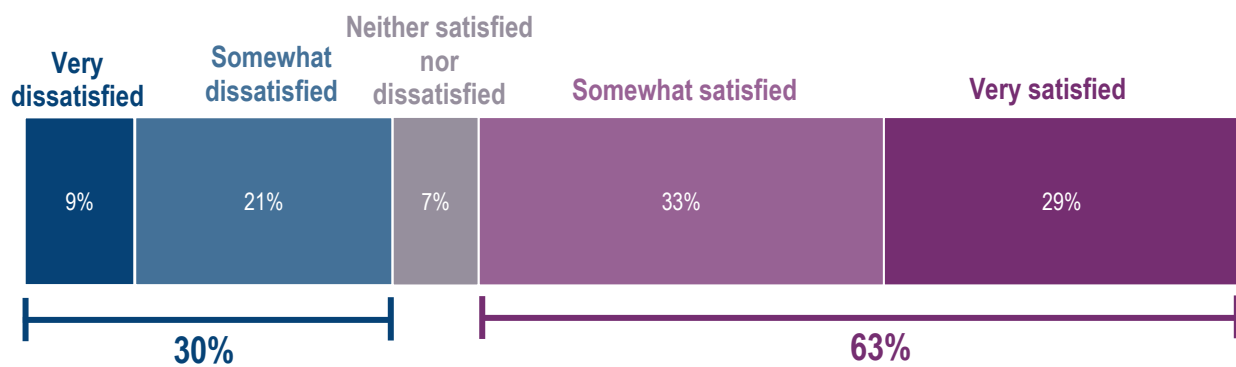
Question 2: Which service line does/did your role primarily involve? Check all the boxes below that apply to you. If other, please specify.

62% of the respondents worked in **home health**, 34% worked in **hospice**, 3% worked in **two or more service lines** including hospice, home health, and/or palliative care, and 1% responded as working in **other service lines**.



Question 6: Overall, how satisfied are/were you with your current or most recent job at Providence?

29% of respondents were **very satisfied** with their job and 33% were **somewhat satisfied**, compared to 9% of respondents who were **very dissatisfied** and 21% who were **somewhat dissatisfied** with their current or most recent job at Providence, 7% of individuals said they were **neither satisfied nor dissatisfied** with their job.



Communication from Providence and Compassus

The survey asked about how Providence and Compassus were communicating with employees and what operational changes employees had been told to expect.

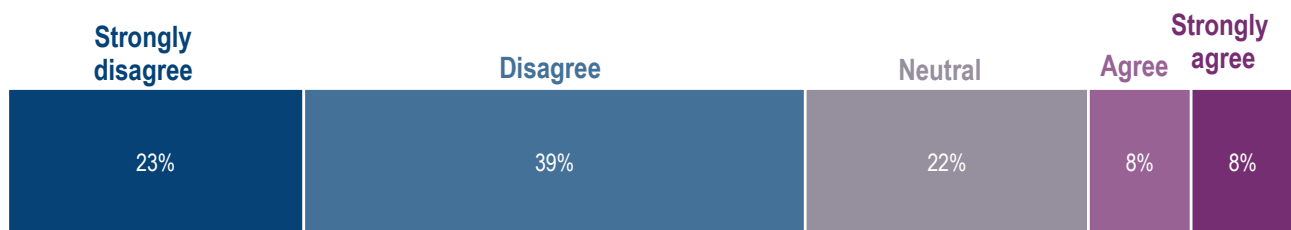
Question 7: I have received timely and clear information from Providence and/or Compassus leadership about what changes to expect if Compassus takes over management of home health and hospice services in Oregon.

19% of respondents **strongly disagreed** with this statement, 34% **disagreed**, 23% were **neutral**, 14% **agreed**, 9% **strongly agreed**, and less than one percent answered not applicable.



Question 8: My questions and concerns about changes that might occur if Compassus takes over management of home health and hospice services in Oregon have been adequately addressed by either Providence or Compassus.

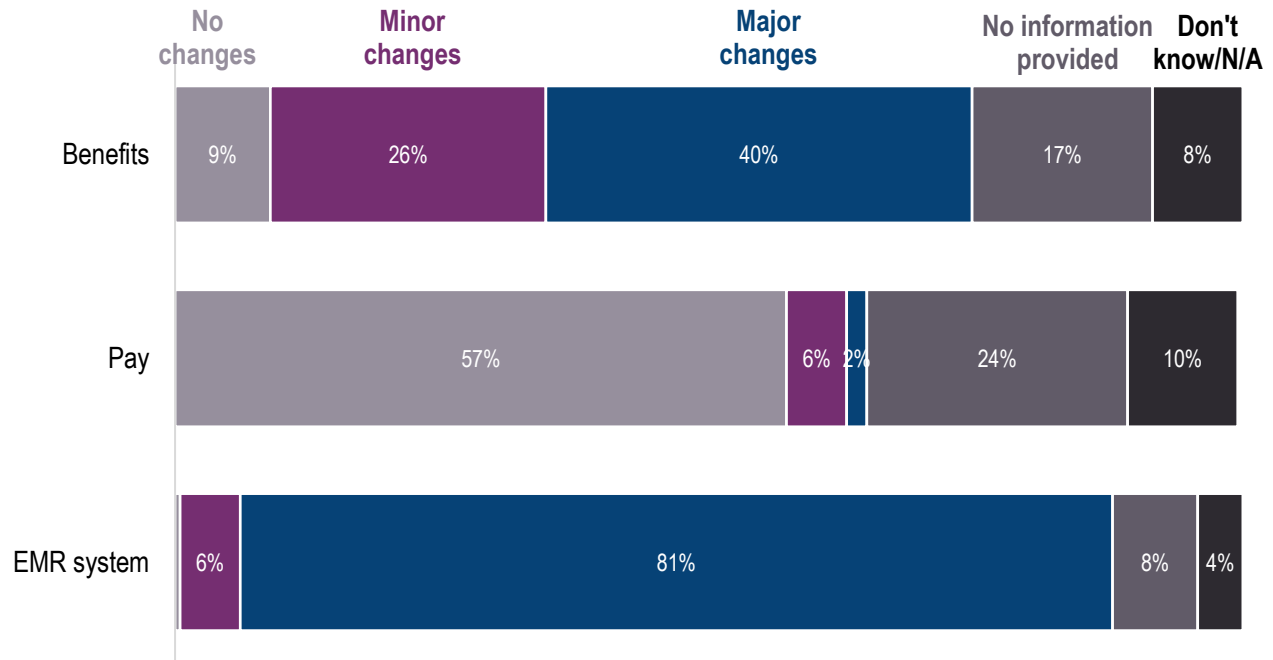
23% of respondents **strongly disagreed** with this statement, 39% **disagreed**, 22% were **neutral**, 8% **agreed**, and 8% **strongly agreed**.



Question 9: What types of changes *has Providence or Compassus told you* to expect if Compassus takes over management of home and health hospice operations in Oregon? Please indicate whether you have been told to expect no change, minor changes, or major changes in each of the below listed areas.

The most frequent response across all areas was **no information provided**. The graphic below shows the areas in which a majority of respondents expected no changes, minor changes, or major changes. 26% of respondents expected **minor changes** to benefits and 40% expected **major changes** to benefits. 57% of respondents expect **no changes** to

pay. 81% of respondents expected **major changes** to the electronic medical record (EMR) system. The full table of responses is below.



	No change	Minor changes	Major changes	No information provided	Don't know/Not applicable	Blank
Patient care protocols	20%	25%	11%	37%	7%	0.5%
Patient enrollment	28%	8%	2%	50%	12%	0.5%
Patient discharge	25%	6%	3%	54%	12%	0.5%
Range of services offered to patients	30%	12%	5%	41%	12%	1%
Agency locations	31%	9%	2%	46%	11%	0.5%
Staffing in your department	35%	10%	2%	45%	8%	0.5%
Care coordination	22%	8%	2%	56%	11%	0.5%
Quality management	18%	7%	4%	54%	16%	1%
Suppliers of products	12%	8%	6%	58%	15%	1%
EMR system	0.5%	6%	81%	8%	4%	1%
Pay	57%	6%	2%	24%	10%	1%
Benefits	9%	26%	40%	17%	8%	1%
Scheduling/expected weekly hours	36%	4%	3%	45%	11%	1%
Number of patients under your care	22%	5%	1%	59%	13%	0.5%
Time you spend caring for patients	24%	4%	3%	56%	12%	1%

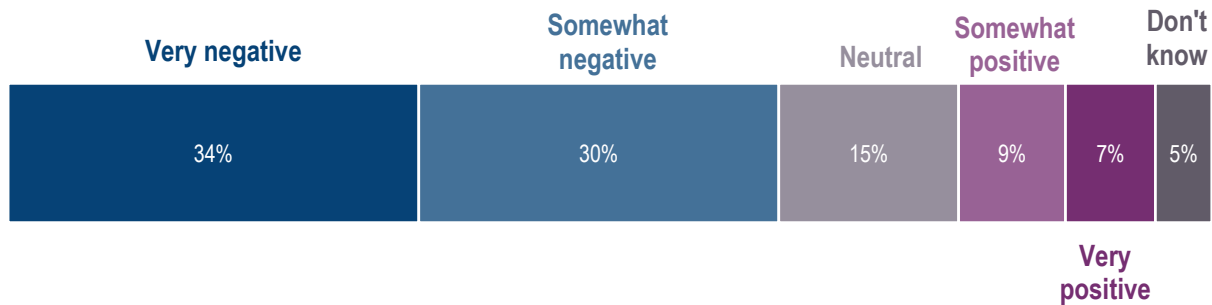
Administrative workload	18%	7%	3%	58%	13%	0.5%
Overall workload	20%	8%	3%	58%	10%	0.5%

Outlook on change in management

The survey asked questions regarding respondents' feelings and beliefs about the proposed change in management.

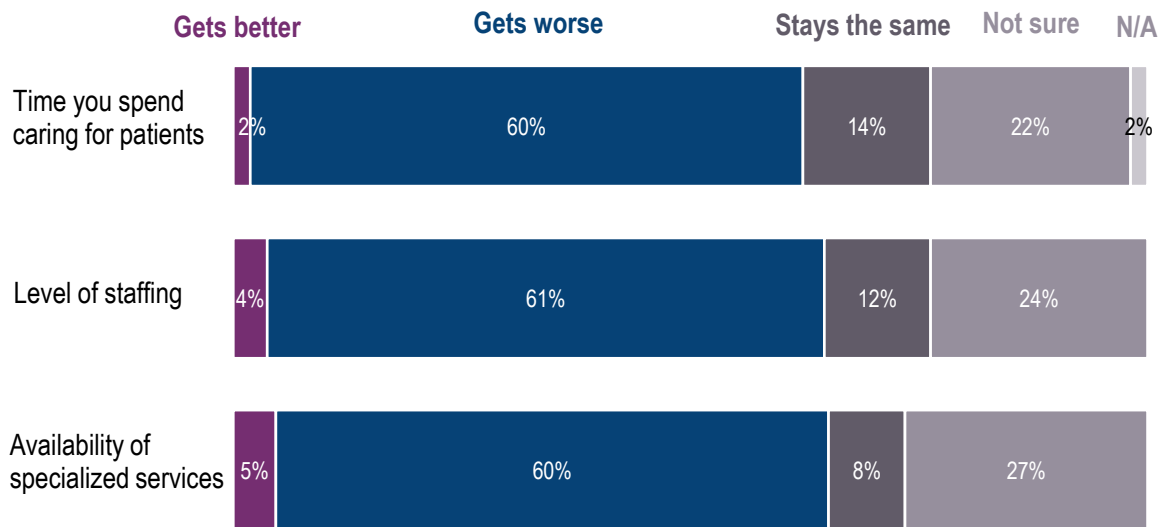
Question 11: What is your general feeling about the proposed change in management to Compassus?

34% of the respondents felt **very negative**, 30% felt **somewhat negative**, 15% were **neutral**, 9% were **somewhat positive**, 7% were **very positive**, and 5% answered that they **didn't know**.



Question 12: What do you believe *will change* (if anything) if Compassus takes over management of home health and hospice operations in Oregon? Please indicate any change you believe will happen for each area listed below.

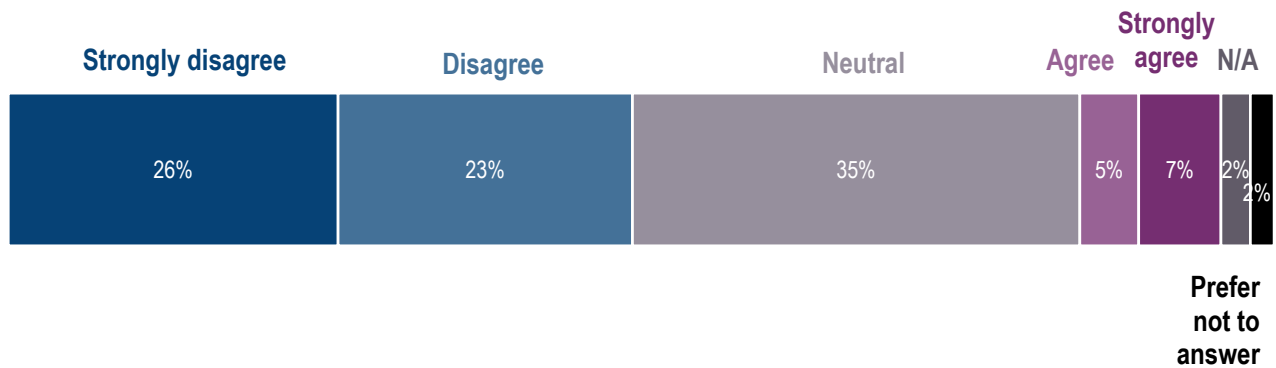
Respondents generally believed that the areas OHA asked about would get worse. The chart below shows the areas where over 60% of respondents believed things would **get worse**. The table below shows the full list of areas and responses.



	Gets better	Gets worse	Stays the same	Not sure	Not applicable	Blank
Patient outcomes	6%	49%	17%	28%	-	-
Patient safety	2%	47%	26%	25%	-	-
Patient experience	4%	55%	17%	24%	-	-
Availability of specialized services	5%	60%	8%	27%	-	-
Availability of services in rural areas	2%	57%	13%	27%	-	-
Level of staffing	4%	61%	12%	24%	-	-
Number of patients under your care	1%	59%	15%	22%	2%	-
Time you spend caring for patients	2%	60%	14%	22%	2%	-
Administrative workload	5%	45%	14%	33%	2%	0.5%
Overall workload	2%	59%	13%	25%	-	0.5%
Pay	1%	30%	45%	25%	-	-
Benefits	4%	56%	12%	26%	1%	0.5%

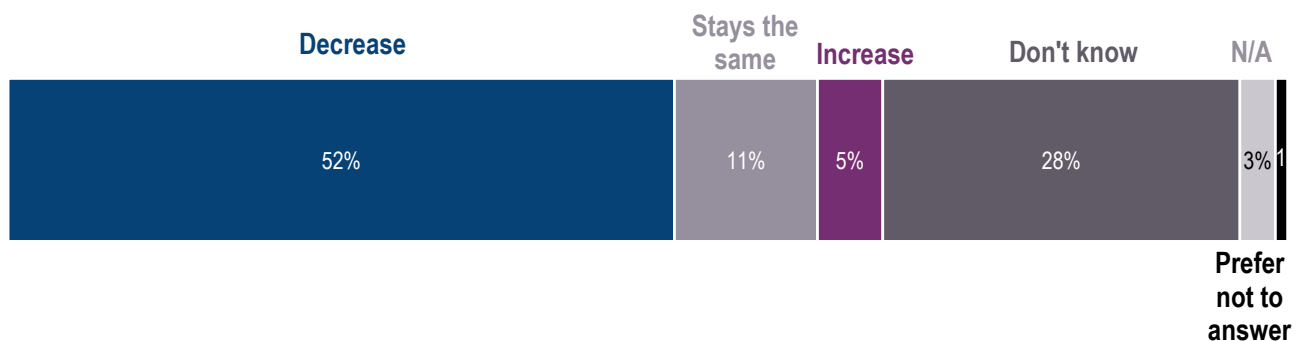
Question 14: I believe the proposed change in management will help me to do my job well.

26% of respondents **strongly disagreed** with this statement, 23% **disagreed**, 35% were **neutral**, 5% **agreed**, 7% **strongly agreed**, 2% said the statement was **not applicable** to them, and 2% said they **preferred not to answer**.



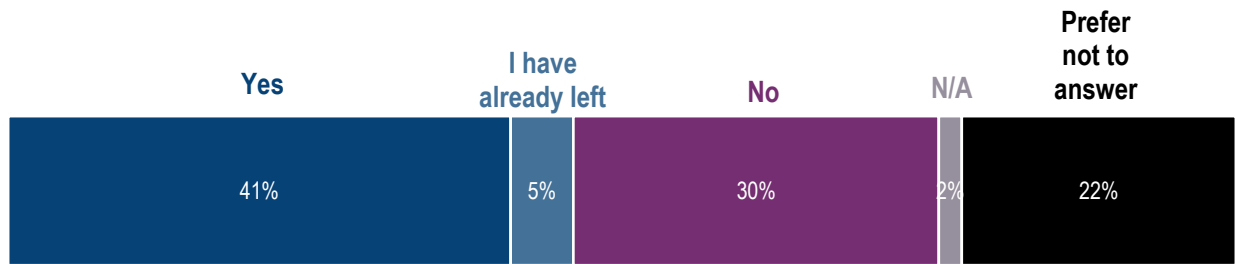
Question 15: I believe my job satisfaction will _____ if Compassus takes over management in Oregon.

52% of respondents said they believed their job satisfaction would **decrease** if Compassus took over management in Oregon, 11% responded that their job satisfaction would **stay the same**, 5% responded that their job satisfaction would **increase**, 28% responded that they **didn't know**, 3% responded the question was **not applicable (N/A)** to them, and 1% responded they **preferred not to answer**.



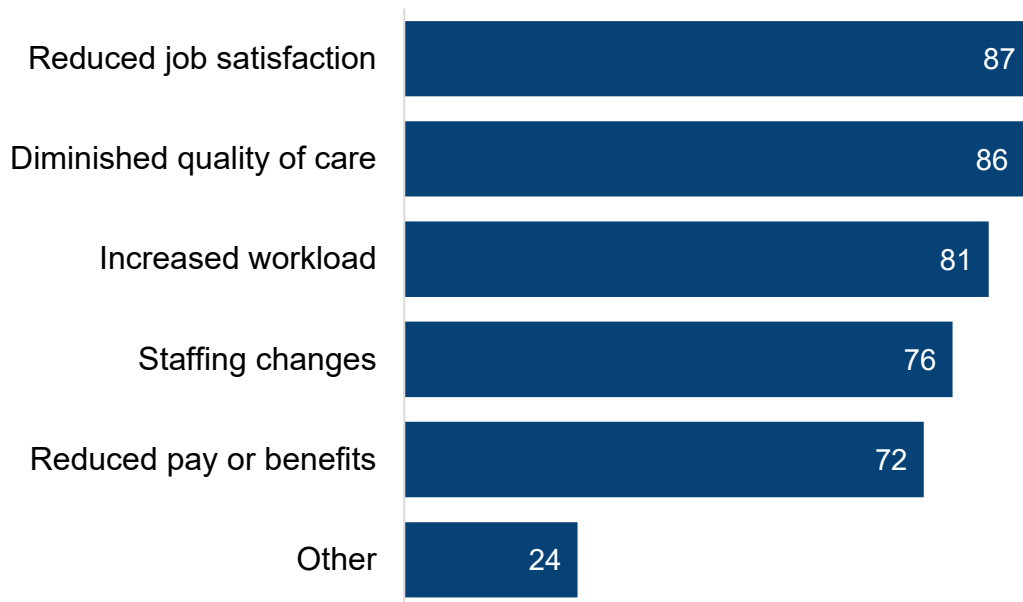
Question 16: I am *considering* leaving my job due to concerns about Compassus taking over the management of Providence's home health and hospice services in Oregon.

41% of respondents answered **yes**, 5% had **already left** 30% answered **no**, 2% said the question was **not applicable**, and 22% responded they **preferred not to answer**.



Question 17: If your response to question 16 was “yes”, or “I have already left...”, what kinds of concerns are causing you to consider leaving your job or caused you to leave? Please check all that apply.

Respondents were able to check all answers that applied to them. The most common concerns that were causing respondents to consider leaving their job or had caused them to leave their job were reduced job satisfaction with 87 responses, diminished quality of care with 86 responses, and increased workload with 81 responses. 76 respondents cited staffing changes, and 72 cited reduced pay or benefits.



Next Steps

OHA is continuing its comprehensive review of the proposed transaction. OHA will consider the results of the survey as part of its comprehensive review, along with information provided by the entities, public comments, and other data and analyses. Once the comprehensive review is complete, OHA will issue a decision on whether to approve, approve with conditions, or disapprove the transaction.

OHA is continuing to accept public comments on this transaction. To submit a public comment, email hcmo.info@oha.oregon.gov, leave a voicemail at 503-945-6161 or fill out the [public comment form](#).