



How MCMC Invests in Our Communities' Health

Thank you for taking the time to read Mid-Columbia Medical Center's Community Benefit Report covering activities during 2014.

We share this report each year with you to describe some of the programs and services we offer, and policies we have in place, to support our mission as a not-for-profit healthcare organization.

As a not-for-profit hospital, MCMC is mission-driven to use excess revenue from the services we provide to help improve the health status of the communities we serve.

Unfortunately, an alarming portion of this revenue must be used to offset the insufficient reimbursements we receive from the government to care for patients covered by Medicaid and Medicare.

Still more revenue is used to fund our charity care program, a critical endeavor that helps ensure people with limited financial resources are still able to benefit from high-quality healthcare.

These and other financial forces beyond our control make it increasingly challenging to support our community benefit initiatives. However, we remain committed to maintaining and enhancing the highest standards of performance in the areas that we can control to ensure that we can continue providing community benefits such as:

- Ensuring all patients throughout our service area have access to high-quality healthcare, regardless of their ability to pay;
- Providing educational programs and support services to area residents;

- Providing financial support when possible to important community programs, organizations and events;
- Supporting the continuous training of our healthcare professionals to ensure our patients benefit from the care of staff that are trained in the latest advances in their disciplines;
- Encouraging our employees to volunteer their time and talents to important community causes.

Even in the face of increasing financial pressures, MCMC, your community hospital, will never waver from our commitment to provide high-quality healthcare and wellness services in the most cost-effective manner possible.

A Multi-Million Dollar Commitment to Better Health

Each year Mid-Columbia Medical Center spends several million dollars of important community benefit activities. Here is a general breakdown of these expenditures and what they supported in 2014:



\$6,823,238

The value of care provided to patients covered by government-sponsored programs that was not paid for by Medicare and Medicaid, whose reimbursements to MCMC were far below our actual costs.

\$496,137

This is the total spent on a range of programs we offered that fell under the category of Community Health Improvement Services. Examples of these services, all of which are provided free of charge, include:

- Sports physicals for area student athletes
- Educational classes
- Health screenings
- Drug take-back event
- Vaccine clinics

\$484,010

MCMC spent nearly half a million dollars in 2014 to help current health professionals further their education and future health professionals gain valuable on-site experience.

\$2,840,284

The amount of free treatment provided by MCMC in 2014 to patients without the means to pay for their care.

\$408,801

The value of the 10,000 hours of unreimbursed time MCMC Sports Medicine and Orthopaedic Surgery's certified athletic trainers provided to Wasco, Sherman and Klickitat counties to cover high school sporting events. Trainers were on the scene of football, basketball, softball and baseball games to ensure quick response and treatment time for injured student athletes.

\$423,538

These dollars funded a range of Community Building Activities such as:

- Regional disaster readiness training
- Local, regional and state health improvement advocacy
- Workforce development activities in partnership with the Columbia Gorge Community College Nursing Program

Prevention and Education

MCMC was an important partner for local organizations working to solve or alleviate important social problems and for residents of the Gorge seeking to improve or enhance their own health. Areas of focus in 2014 included:

Adult and Childhood Obesity

Mid-Columbia Medical Center partners with those in the community seeking to improve or enhance their health through lifestyle changes and choices, particularly in the areas of obesity and heart disease.

Diabetes / Obesity

MCMC has a robust Diabetes Education outreach focus providing educational sessions throughout our community and service area. In 2014 MCMC provided scholarships to low-income families attending the Healthy Weight Solutions program, which provided nutritional counseling, healthy cooking demonstrations, skin-care demonstrations, individual counseling and over 90 hours of group education.

Focus on Women

- Over 200 women attended MCMC's first Female and Fabulous Fair in 2014. The popular, and free, event featured, healthy cooking demonstrations and skin care demonstrations and educational programs on weight loss and nutrition, genetics, breast care and pelvic health.
- Providers at the skin care and skin cancer prevention booth had more than 45 women sign up for and receive free skin checks.

A Community Resource Center

- In addition to issuing thousands of free admission packets to MCMC inpatients, our Planetree Health Resource Center provided 453 free blood pressure screenings in 2014.
- 7,067 community members took advantage of free health education services at PHRC.
- More than 200 people attended the free PHRC lecture series.



Giving Back to Our Community in 2014

- MCMC family practice providers gave 200 **free sports physicals** to District 21 students in middle and high school.
- MCMC provides **mentoring and internship programs** designed to help train existing and future care providers such as pharmacy technicians, medical assistants, health information management students, child care providers, radiological technicians, nurses and rural health EMS providers.
- **Annual community drug-take back:** MCMC, in partnership with local law enforcement, Youth Think and Tri-County Hazardous Waste & Recycling, offers free drop-off of household prescription, over the counter, vitamin/ supplements and pet medicines.
- MCMC's Patient and Visitor Services and Patient Accounts staff take an active role in **helping low-income and underinsured or uninsured patients complete applications for the Oregon Health Plan.** Applications (in English and Spanish) are made available at registration and in Patient Accounts in both the hospital and the outpatient clinics.
- With a diverse ethnic population in our service area, interpretation services are in high demand. MCMC implemented **video remote interpreting technology** to meet language needs in the hospital 24/7 to assist patients seeking care, whether from MCMC or any other local health service provider. Spanish-speaking staff remain available for interpretation services at both the hospital and outpatient clinics.
- MCMC providers and nurses provide access to **free or reduced-cost primary care**; MCMC also provides **school nursing services** at the elementary age level for local schools.
- **Car seat evaluations, bike helmet programs** and **Trauma Nurses Talk Tough** are offered annually at major MCMC and other community events.
- Whether coping with cancer, recovering from a stroke or trying to lose weight, individuals throughout the region have access to a variety of **MCMC-facilitated support groups** to help them improve the quality of their lives.

Tithing Program

Through the Community Tithing Program, an array of organizations in the community received donations from MCMC based on the volunteer hours donated to their cause by MCMC employees. In 2014, the following organizations benefit from MCMC's human and financial resources:

- After School Productions*
- Appleton Fire Department*
- AYSO*
- Boy Scout Troop #352*
- CAMEO*
- CASA*
- Cherry City Crush*
- Colonel Wright Elementary School*
- Community Meal*
- Distinguished Young Women of Wasco Co.*
- Dufur Threshing Bee*
- Dufur Volunteer Fire and Ambulance*
- FISH Food Bank*
- Friends of The Dalles Cheerleading*
- Friends of Football*
- Friends of Girl Scouts*
- Girl Scouts Troup 50121*
- Girl Scouts Troup 50202*
- Gorge Grown Food Network*
- Gorge Nonprofit Collaborative*
- Helping Hands Against Violence*
- High Prairie Community Council*
- Hood River Adopt a Dog*
- Hood River County 4-H*
- Hood River County Library District*
- Hood River Valley High School*
- Hunter Education – Wasco & Sherman Counties*
- Lady Hawks Basketball Team*
- Mid-Columbia Veterans Memorial Committee*
- Mosier Schools*
- Northern Wasco County Parks and Recreation*

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Tithing Program

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Northern Wasco County School D21
Education Foundation

NW Snowdog Rescue

Sherman County Fire Defense Board

SMART (Start Making A Reader Today)

SongDog Rescue

Theatre Company of The Dalles

The Dalles Alpine Ski Club

The Dalles Art Association

The Dalles Cherry Bomb girls

The Dalles Community Meals, Inc.

The Dalles Farmers' Market

The Dalles Girls Softball Association

The Dalles Gorge Youth Football

The Dalles High School Cross Country

The Dalles High School Drama Department

The Dalles High School Girls Soccer Program

The Dalles Junior Basketball Organization

The Dalles Junior Baseball Organization

The Dalles Little League

The Dalles Swim Team

The Dalles Wahtonka Friends of Football

The Dalles Wahtonka HS Drama Dept.

The Dalles – Wasco County Co.
Library Foundation

The Dalles Youth Football

The Theatre Company

Underwood Community Gardens

United Way of the Columbia Gorge

Wasco County 4-H Leaders' Assoc.

Wasco County Fair and Rodeo

Wasco County Veterans Services

Windy River Gleaners

Whitson Elementary School

Women of the Moose Chapter 1494

Wonderworks Children's Museum

Wy'East Fire District

Assessing Unmet Needs

At Mid-Columbia Medical Center, our Community Benefit priorities and expenditures are directed by a detailed assessment process through which we gather data from internal sources as well as community partners.

In 2014, our organization, as a member of the Columbia Gorge Health Council (CGHC), participated in a collaborative needs assessment that gathered input from agencies serving Mid-Columbia and Gorge-area communities, including three other hospitals, county health departments, a local coordinated care organization, social services agencies, healthcare providers and patients.

The results were compiled in the Columbia Gorge Regional Community Health Assessment Agency report, which identified several primary needs in the Gorge region. These included adequate income, stable housing, food, transportation, prevention health services and both medical and behavioral health services. Access to care was an additional region wide identified issue.

Health outcomes and other factors of particular concern in Wasco County include the following:

- **A high rate of chronic disease**

- **Prevalence of adult and child obesity**
- **Teen pregnancy**
- **High school graduation rate**
- **Limited access to healthy foods**
- **Inadequate social support**

Because this assessment identified needs that are beyond MCMC's role in the community, the hospital is collaborating with other agencies to address the most critical needs. The areas MCMC will focus on include:

- **Re-enrollment assistance** for those on the Oregon Health Plan to increase the insured population;
- Participation in a community-wide coalition addressing **childhood obesity** in an effort to decrease the early onset of chronic conditions such as diabetes and hypertension;
- Offering **individual case management** to some of our highest need patients;
- Exploring how to **increase access to dental care**. Serious dental problems are among the top 10 diagnoses of emergency room patients.