

Investing in a healthier community

# 2015 Salem Health Community Benefits Report



**SALEM HEALTH**  
*An OHSU Partner*

## To our community:

Imagine needing daily cancer treatments for weeks on end with no way to get to a clinic. Or you are a homeless teenager with no place to go during the holidays. Think of the hundreds of people in our community who struggle to access and afford life-saving care before landing in our emergency rooms.

As your community hospital —and regional health resource — catching people who fall in the gaps is part of our mission: To improve the health and well-being of the individuals and community we serve.

To that end, Salem Health freely invested more than \$104.3 million on that mission last year —a 7.6 percent increase over the year before (\$96.3 million). Caring for low income residents and providing programs that promote health, prevent and control chronic diseases accounted for most of this amazing gift of resources.

We funded many community partners who share our vision to improve health. In fact, our investments and partnership grants align with the identified health priorities of our community, including Diabetes Prevention and Control, Medical Transportation and Mental Health Services.

I'm proud to showcase the success of these partnerships — and others — in our 2015 annual Community Benefit Report.

**Cheryl Wolfe,**  
RN  
President and  
CEO



## Diabetes Prevention and Control

### Christina's story: Navigation and collaboration



When Christina was admitted to Salem Health for the third time in one month due to complications related to diabetes, she had little hope for a healthy life.

Her diabetes was out of control; she was losing her eyesight and her kidneys were beginning to fail. Christina had no insurance and no doctor. The insulin and other medications she needed cost more than she earned.

Getting hospitalized, though, brought some answers. Salem Health had just started the Diabetes Navigator and Care Collaborative program; Christina was one of the first patients helped. She was able to use the Salem Free Clinic for primary care with specialty endocrine services through their network of providers.

A Salem Health Foundation-funded medication assistance program ensured that she had the medicine she needed. Outpatient diabetes education was provided in a language that Christina could understand and culture-appropriate support was arranged.

Christina saw dramatic improvement within 90 days of her first visit with her health navigator. She will soon receive cataract surgery and her kidney failure is slowing down. More importantly, she hasn't been readmitted to the hospital since enrolling in the navigator program.

Our navigator helps patients like Christina by working with a network of community partners that share Salem Health's commitment to prevent and control diabetes. The Diabetes Care Collaborative is chaired by the Salem Health Diabetes Navigator and co-chaired by a nurse from Northwest Human Services, one of the federally funded community health centers in our region. Other members include Salem Free Clinic, Salem Clinic, Silverton Hospital, Kaiser Permanente, YMCA, WVP, Willamette Valley Farm Workers, Marion County Public Health and our regional representative from the American Diabetes Association.

## Mental Health

### Home for the holidays: Community Action Agency Youth & Resource Center

“Now we have a place to go for Christmas,” said a teenager when asked about HOME. In 2015, Salem Health funded HOME, a program that offers homeless youth and those at risk for homelessness a safe place with supportive services.

Before we stepped in, the day shelter and support programs weren’t available on weekends and holidays. With hospital support, services are now offered 365 days a year.

In 2015, HOME served 473 young people with a total of 8,724 visits. Youth received food, clothing and hygiene supplies. They had access to school support and skills training and most important, they were part of a community. Regardless of circumstances,

HOME created an environment that promotes positive mental health and builds skills leading to resiliency.

### Salvation Army Lighthouse Shelter

Thanks to Salem Health, this shelter added a qualified mental health professional (QMHP) to their team. The shelter serves homeless men and women in Marion and Polk counties.

A QMHP’s calming presence often relieves stress that could erupt in emotional turmoil or chaos, creating issues for the whole shelter community. People need to have easy access to counselors in times of need, which keeps them on the path toward a better life.

The QMHP also connects people with long-term mental health resources, empowering them to take control. They provide support and training to other Lighthouse Shelter staff, reminding them to care for themselves so they can help others.



## Medical Transport

### Getting there is half the battle

Daily cancer treatments or frequent visits to the hospital to care for an infected foot are demanding. Now imagine that you have no car and live more than a mile from the nearest bus stop.

Lack of transportation has been identified as the primary reason patients are unable to keep critical medical appointments — and the reason Salem Health began its Medical Transport program last year.

We dedicated \$15,000 to subsidize rides for medically fragile, low-income community members. “Many of our riders are seniors who come to the Salem Cancer Institute for treatment,” said Lorena Martinez, medical scheduler at the Community Health Education Center. Having this service provides independence and dignity to help families who have exhausted other resources — and often prevents trips to the emergency room in an ambulance. We can keep people healthy by getting them to regular doctor appointments.



## Even more outreach

### Just Walk Salem



Just Walk Salem started in south Salem and is thriving today throughout Salem and Keizer. Salem Health's grant helped to fund a coordinator position to keep the popular activity represented at many public events and neighborhood meetings (reaching nearly 2,000 contacts) and to recruit and train more walk leaders.

Nearly 1,600 walks occurred between April 1, 2015, when tracking began, and Dec. 31, 2015. They reached about 1,370 people in weekly groups and 230 at special event walks. Just Walk Salem has received positive media coverage and a growing fan base online. Positive relationships have been developed with many non-profits, city departments, state agencies, businesses, and individuals. A core group of dedicated volunteers keep people walking, rain or shine.

### Boys and Girls Club

In 2015, Salem Health provided funding to the Boys and Girls Club of Marion and Polk counties for diabetes prevention efforts. The Healthy Lifestyle Program reached more than 6,100 youth and family members by providing:

- Education and materials were provided at health fairs.
- Youth vision and dental screenings at Swegle Elementary, educating parents while their kids had dental appointments at the Boys and Girls Club.
- Funding for 171 rides to and from dental appointments.
- Pedometers to more than 2,100 kids received pedometers and were challenged to track their steps.



## Financial overview, 2015

Salem Health provides care to all in need, regardless of ability to pay. Serving those who earn a lower income or are uninsured is at the heart of our mission. Using standard accounting principles and government regulations, when Salem Health is not paid for services rendered, the losses are recorded as unreimbursed Medicaid and charity care. In fiscal year 2015, Salem Health's gift to our community totaled \$104.3 million.

<b>Total community benefits: \$104,371,579</b>	
Charity care and unmet costs of Medicaid	\$49,893,227
Unmet cost of Medicare and other public programs	\$41,029,087
Community Health Improvement, subsidized health services and community benefit operations	\$11,027,343
Health Professional Education and Workforce Development	\$1,677,785
Cash and In-kind donations (including grants)	\$525,018
Research	\$219,119

Source: Data from Salem Health (Salem and West Valley hospitals) community benefit reports filed with the State of Oregon for Oct. 2014-Sept. 2015.

### More information

For questions about our contributions to the community, contact the Community Health Education Center at 503-814-CHEC (2432).