

Our Mission in Action

The Community Assets and Needs Assessment

Highlights:

1. **The Providence Health & Services Mission of care serves as the foundation for everything we do. It is the guiding force in our community benefit giving.**
2. **Providence gains an understanding of the crucial needs in our communities by completing a Community Assets and Needs Assessment every three years.**
3. **Each year we give resources to meet community needs. A large portion – \$63 million in 2007 – provided free care to our patients in need. Another \$41 million was provided to subsidize state-run health insurance, such as the Oregon Health Plan.**
4. **Providence provided a total of \$145 million in community benefits during 2007.**

Our Mission

As people of Providence, we reveal God's love for all, especially the poor and vulnerable, through our compassionate service.

Our Mission drives everything we do at Providence. It's why we provided more than \$63 million in free and discounted care to our patients in need during 2007, why we donate many more millions to worthwhile nonprofit organizations, and why we take so much care to talk with members of our communities to determine the greatest unmet needs.

The Community Assets and Needs Assessment

Every three years we conduct a formal Community Assets and Needs Assessment to ask important questions about who is experiencing the greatest needs. The outreach connects us to many nonprofits and social service agencies as well as recipients of care and care providers. During 2007, 125 Providence employees contacted 160 organizations across the state for a personal interview. To ensure that our assessment is comprehensive our process includes research, meetings, interviews, focus groups and surveys.

Our findings are assembled to make certain we understand and respond to local and regional needs, which often vary from one city or county to another. Identified areas of need not only guide our community benefit giving, but also guide our strategic planning.

The Greatest Needs

Following our 2007 assessment, we determined that for the next three years our community benefit outreach will focus on:

- Care for low income and uninsured persons
- Care for diverse populations
- Care for our elder citizens
- Care for those with behavioral health needs

continued

Partnering in care

We recognize that caring for the poor and vulnerable is not a task we can do on our own. The community needs assessment helps us identify and support local and statewide organizations that share our vision for community care. This can include a direct donation or a grant to support service work, develop a new service or expand programs. Sometimes we'll partner to address an unmet need. Here are some examples of giving and projects inspired by the Community Assets and Needs Assessment:

■ The African American Health Coalition

The coalition serves the diverse community health and wellness needs of African Americans. When the organization unexpectedly lost federal funding in 2007, Providence provided interim funding to keep an important exercise program intact.

■ School-based clinics

These clinics are needed all around our state. In 2007, Providence joined other community partners and contributed \$200,000 to help fund a new school-based clinic at Tigard High School. Providence Medford Medical Center provides ongoing support to Kids Health Connection, which operates school-based health centers in the Medford area.

■ Parish Health Outreach Program

Providence St. Vincent and Providence Portland Medical Centers train volunteers as promotores, or health promoters. They take 14 courses at no charge on such topics as: nutrition, exercise, anatomy, diabetes, heart disease, mental health and first aid. They become health ambassadors

to their cultural communities. Currently Providence is focusing on Latina parish members. Our assessment helped us identify a similar need in the Vietnamese community, and a Providence-sponsored collaborative program is under development.

■ The Mobile Health Unit in Hood River

A need existed to provide access to health services in outlying communities, particularly to offer care to the vulnerable and the large number of uninsured in the area surrounding Hood River. Providence Hood River Memorial Hospital responded by launching a mobile health unit in 2006. The walk-in clinic, "Mission in Motion" visits Cascade Locks, Odell, Parkdale and Pine Grove. The unit is a collaboration with local school districts, clinics and the county health department.

■ Northwest Medical Teams Dental Van in Seaside

People in the Seaside area were not able to afford much-needed dental care. Providence Seaside Hospital partnered with Northwest Medical Teams to bring a mobile dental van to the area. Dentists volunteer to staff the van and the hospital foundation helps fund the costs and provide patient scheduling.

Unexpected needs

The helping hand of Providence also reaches out when disaster strikes. Our 2007 Community Benefits Report describes our work to assist the storm-ravaged communities of Vernonia and Seaside. Providence and our employees have a long history of reaching out during emergencies in our region, our nation and the world.