



## COMMUNITY BENEFIT SNAPSHOT

# WE INVEST IN SOUTHEAST WASHINGTON'S HEALTH

*Caring for our communities has never been more important. To achieve our vision of health for a better world, we worked closely with our community partners to ensure we addressed the communities' most pressing needs.*



### ADDRESSING HEALTH CHALLENGES IN OUR COMMUNITIES

Our community health needs assessment guides our investments and partnerships. In 2019, we focused on increasing access to affordable health care and services, providing behavioral health services, and addressing social determinants of health and well-being, including housing and food insecurity.

### BRINGING OUR MISSION TO LIFE

At Providence, we invest in improving community health across all seven states we serve. Called by our Mission, we are committed to serving all within our communities, especially the poor and vulnerable.



**Community health improvement and strategic partnerships**  
**\$327,000**



**Health professions education and research**  
**\$460,000**



**Subsidized health services**  
**\$862,000**



**Free and discounted care for the uninsured and underinsured**  
**\$4.3 MILLION**



**Unpaid cost of Medicaid and other means-tested government programs**  
**\$11.5 MILLION**

\*Data is consolidated based on unaudited financial reporting.

# Our shared values in action



## WHAT MATTERED MOST

The Emergency Department caregivers at Providence St. Mary Medical Center knew the homeless man well. He was a frequent visitor, and in the span of three months was readmitted to the hospital five times for medical issues related to congestive heart failure. But the last time was different. During the last hospital stay, he met with a Providence Population Health nurse.

Rather than trying to impose a rigid solution upon him, Kristy Capps, RN, asked him what would be helpful to him. Using the guiding principles of trauma-informed care, she spoke with him about what mattered most to him, instead of just focusing on the disease.

“I learned he was unable to work when he became ill and felt guilty about his inability to work,” said Kristy. “He was married, had a cat he adored and was trying to manage a very difficult disease while living under a tarp propped up with sticks. He told me it was hard to see his medication in the dark.”

Kristy equipped him with items including a headlamp, flashlights, cat food and a sleeping bag, as well as two essential items in managing congestive heart failure – a scale and blood pressure cuff. She customized his heart failure education and taught him new skills to manage his disease.

*“Providence is grateful to partner with local organizations in identifying our community’s most pressing needs and address systematic change. Our community benefit is a long-term investment in the health and wellbeing of our community.”*

— **SUSAN BLACKBURN**  
CHIEF EXECUTIVE  
PROVIDENCE HEALTH & SERVICES  
SOUTHEAST WASHINGTON

**REGIONAL  
LEADERSHIP**

**Elaine Couture**  
Executive Vice President

**Providence Health & Services,  
Washington and Montana**  
For more information, visit:  
[Providence.org/communitybenefit](https://www.providence.org/communitybenefit)