



2021 COMMUNITY BENEFIT SNAPSHOT

# We invest in Southeast Washington's health.

Caring for our communities is vitally important. To achieve our vision of health for a better world, we work closely with local partners to ensure we respond to the most pressing needs.



## Taking action on health challenges

In 2021, we continued to focus on pandemic response and other core priorities including equitable access to care, housing and homelessness, mental health and substance use, and food insecurity.

## Bringing our Mission to life

At Providence, we are dedicated to improving community health and reducing disparities in the Western U.S. and beyond. Called by our Mission, we are steadfast in serving all, especially those who are poor and vulnerable.



Community health improvement and strategic partnerships  
**\$200,000**



Health professions education and research  
**\$17,000**



Subsidized health services  
**\$1 MILLION**



Free and discounted care for the uninsured and underinsured  
**\$3.4 MILLION**



Unpaid cost of Medicaid and other means-tested government programs  
**\$12 MILLION**

\*Data is consolidated based on unaudited financial reporting.

# Our shared values in action

## Community health workers break down barriers to care.



The community health worker program at Providence St. Mary Medical Center in Walla Walla is changing hearts and minds and meeting people out in the community. The highly skilled, community-based workforce is expert in resource navigation and connecting the community with culturally competent care and services.

In 2021, the hospital expanded its CHW program from a team of two to six. One is a dedicated promotoras, or bilingual and bicultural health worker who develops and nurtures personal relationships with community members that are authentic and consistent. The promotoras'

ability to connect with individuals and families in their first language of Spanish helps eliminate a critical barrier to receiving needed care. They help coordinate and advocate for medical insurance, prescription medication support, preventive screening appointments and essential services such as Meals on Wheels.

CHWs are also a bridge between the hospital and people experiencing homelessness. At the peak of the 2021 heat wave when temperatures reached 117 degrees in Walla Walla, CHWs distributed cold water, ice and other cooling implements to unsheltered people each day. The supplies used to help community members were funded through Providence's community benefit investment. Additionally, CHWs partnered with the city of Walla Walla to pilot a community paramedic program that pairs a paramedic with a CHW when responding to emergency calls. In this model, the paramedic can focus on medical care while the CHW can focus on the barriers that keep the patient from the care they need.

During 2021, the Providence St. Mary's CHW workforce was responsible for more than 5,500 individual touch points with patients and community members.

“ Providence is committed to providing high quality, compassionate care for everyone in Southeast Washington. Our community benefit investments are components of how we care for our patients' critical needs while working to address social determinants of health. ”

— REZA KALEEL  
CHIEF EXECUTIVE  
PROVIDENCE SOUTHEAST WASHINGTON

### REGIONAL LEADERSHIP

**Joel Gilbertson**  
Chief Executive  
Providence, Washington and Montana

**Providence**  
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**Health for a better world.**