



**GRANDE
RONDE
HOSPITAL**

FISCAL YEAR 2014

Community Benefit Report



Care that benefits our communities

Community benefit includes many activities that Grande Ronde Hospital, Inc., does without expectation of compensation—whether charity care, community health education events or other activities that help build the overall health of our communities. In fact, more than half of the nearly \$3.7 million we provided in total community benefit during the 2014 fiscal year (FY) was in charity care for those who are underinsured or uninsured with no ability to pay.

To meet community needs

Our Community Benefit Subcommittee identified priority health needs and

established goals in a three-year plan to meet health care reform's Triple Aim. The Triple Aim has three critical objectives:

- Improve the overall health of the population served
- Improve the individual care experience
- Improve affordability by reducing total costs

The subcommittee's main goals included expanding options for preventive care, improving both economic and physical access to care, and addressing the growing problem of drug and alcohol abuse. Establishing patient-centered primary

care medical homes in the Regional Medical Clinic and the Children's Clinic helps meet both the Triple Aim and our community benefit goals.

Success stories

We have already begun to see the positive impact of our medical homes, and we have chosen Verna Schwendemann's story as an example of care under the medical home model. Improving access to care continues to be a focus of community benefit, and it complements our long-standing tradition as a teaching hospital. We have chosen Wade Twilegar's story to showcase the value we put on guiding the next generation of health care professionals to meet the increasing demand for care.



Fiscal year 2014

Community benefits by category

Direct charity care	\$1,931,472	52.6%
Community health improvement	\$752,760	20.5%
Subsidized health services	\$660,960	18.0%
Health profession education	\$279,072	7.6%
Cash and in-kind donations to community groups	\$33,048	0.9%
Community benefit building activities	\$14,688	0.4%
TOTAL COMMUNITY BENEFITS*	\$3,672,000	

*All benefits reported here are at cost. Final percentages may fluctuate slightly on the IRS Schedule 990 upon reporting.



Living our Mission

The community benefit of a teaching hospital

As a teaching institution, Grande Ronde Hospital (GRH) sees many students come through our doors. We are proud to do our part in training a skilled, compassionate workforce for the benefit of generations to come.

Although nursing students constitute a significant number of our students, last fiscal year (FY) GRH welcomed dozens of students from some of the many institutions with which we partner in health profession education: Oregon Health & Science University (OHSU), Pacific University Oregon School of Pharmacy, Oregon Institute of Technology, Eastern Oregon University, Blue Mountain Community College, Lane Community College, Nova Southeastern University, and the A.T. Still University School of Osteopathic Medicine. We also mentor and support job-shadowing from Union County high school students. The diversity of practical skills training included nursing, obstetrics, pharmacy, radiology, emergency medicine, sleep medicine and rehabilitation therapy.

A case in point

Wade Twilegar began his pursuit of a bachelor's degree from OHSU's School of Nursing program at Eastern Oregon University and became one of our nursing students. With a young family and deep roots in Union County, he had hoped to stay



in La Grande with a career at GRH. In FY 2014, after graduation, he accepted a position with GRH. This is his story:

"The day of my first clinical at GRH, I was very anxious. I had been discouraged at another clinical site and was apprehensive that GRH would be the same. However, the

GRH staff was enthusiastic about educating student nurses, and my anxiety turned to excitement. I began to develop confidence, and my desire to work as a nurse at GRH increased.

"When my senior year came and I was told my entire practicum would be at GRH, I was once again anxious over my performance—hoping to land a job. I was impressed with the staff's investment in my growth as a nurse; I truly felt that they wanted me to succeed. Whenever there was a learning opportunity, staff sought me out so that I might have the opportunity to develop new skills, experience unique situations and get the most out of my practicum.

"Before my senior practicum was over, I was able to interview for a job, and a position was offered contingent upon me passing my state boards. One month after graduation, I had passed my state boards and started working as an RN at GRH!

"Today, as a young nurse just a few months into my new career, I see the GRH nursing staff display the same enthusiasm for my growth as a nurse. I am honored to be able to start, and hopefully finish, my nursing career at GRH."

One patient at a time

The community benefit of a patient-centered primary care medical home

Verna Schwendemann has always lived life with gusto, so developing type 2 diabetes had a devastating impact on the quality of her life and her plans for the future.

Verna was told that managing her diabetes would include daily insulin injections. Although her provider had been clear about her need for injections, Verna's intense fear of needles kept her from getting the lifesaving treatment. Her family desperately watched her health deteriorate.

"You have no clue how scared I was of shots," Verna recalls. "Nobody could talk me into it—not my doctor, not even my husband. I just wasn't going to do it—even though I knew it meant I would not live. I went to a family reunion a couple weeks ago, and everyone told me they thought I wasn't going to be around for this one."

Overcoming her fears

When diabetes case management became available for patients like Verna under the new patient-centered primary care medical home (PCPCMH) program at the Regional Medical Clinic (RMC), registered nurse Doreen Dobyns, also a



Verna Schwendemann, left, and Doreen Dobyns, RN, CDE, manage Verna's diabetes.

Certified Diabetes Educator (CDE), was asked to work one-on-one with Verna.

At the time, Verna's A1C number was nearly 19. The American Diabetes Association suggests an A1C level of less than 7 percent.

"The A1C (or glycated hemoglobin) test is a three-month average of blood sugar scores used for testing persons with type 2 diabetes," explains Doreen. "It is an important test for indicating how well your blood sugar is being controlled."

Verna was skeptical of meeting with a CDE at first, but under Doreen's continued patience and

guidance, she eventually took that first injection.

"Doreen walked me through this whole process with kid gloves—let me know it was OK to be scared," Verna says. "The first time I had shots, I was shaking like a leaf, and she was right there beside me. I found out it didn't hurt. There weren't any big, long needles. From that day on, my life changed. I had no idea how lousy I felt."

With her A1C levels now at nearly half where they once were, Verna has a lot of living to do in a healthier future.

Ready to save more lives

As a PCPCMH, the RMC offers health care that is designed to meet the majority of a patient's health care needs through a team-based approach—including one-on-one case management if needed. Having a CDE involved in case management at the RMC has the potential to save other people with diabetes like Verna.

A major project for the community benefits fiscal year 2014 program was ensuring that both the RMC and Grande Ronde Hospital Children's Clinic met all requirements to obtain PCPCMH certification.



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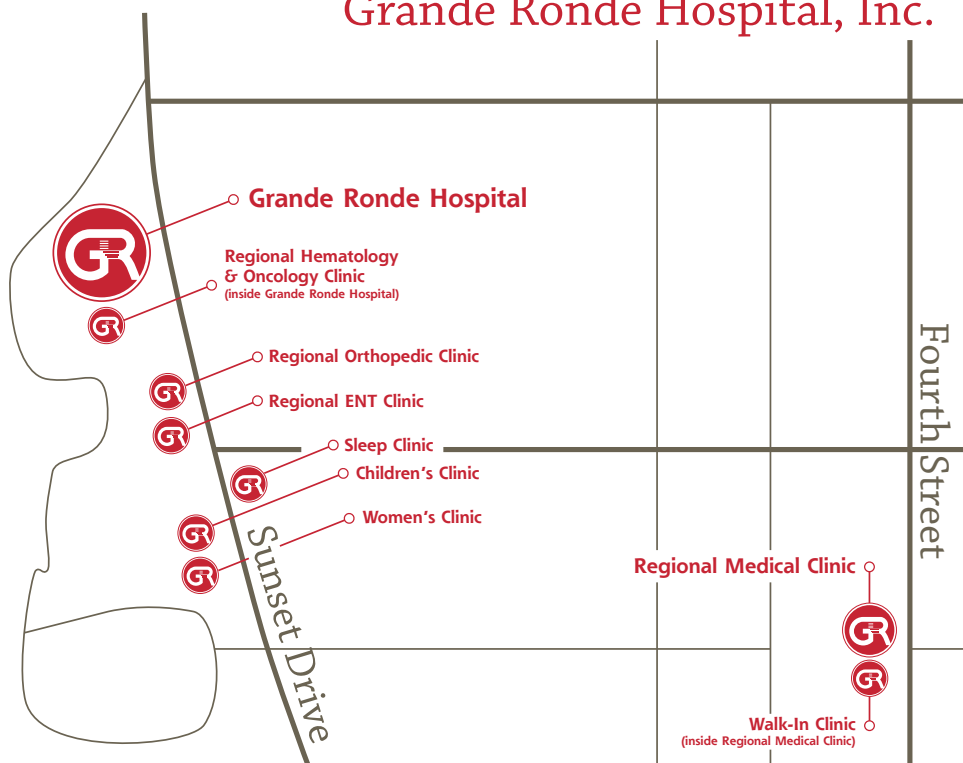


Grande Ronde Hospital: Exceptional care at home

Our Mission: We will ensure access to high-quality, cost-effective health care in a safe, customer-friendly environment for all those in need of our services.

Grande Ronde Hospital, Inc.
900 Sunset Drive
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Grande Ronde Hospital, Inc.



Our provider family

Grande Ronde Hospital, Inc., includes these leading local providers:

- Grande Ronde Hospital (GRH), a private, critical-access hospital offering 19 patient care departments and 54 active providers
- GRH Regional Hematology & Oncology Clinic
- GRH Regional Medical Clinic
 - GRH Walk-In Clinic
- GRH Women's Clinic
- GRH Children's Clinic
- GRH Sleep Clinic
- GRH Regional Medical Plaza
 - GRH Regional Orthopedic Clinic
 - GRH Regional ENT Clinic

Find out more at our main website: www.grh.org.

Register for your personal electronic health record on our patient portal: myhealth.grh.org.