



**Community Benefit
Report
Fiscal Year 2023
(July 1, 2022-June 30, 2023)**

Reference Documents:

2022 Community Health Needs Assessment

bit.ly/2022-hcwc-chna

2022 – 2024 Community Health Improvement Plan

bit.ly/2022-2024-chip-report

**Hillsboro Medical Center
Community Benefit Report
Fiscal Year 2023 Update**

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Our Hospital and Our Community

Established in 1918, Hillsboro Medical Center is a not-for-profit, community-based health care organization in Washington County, Oregon. With over 100 years of history in the community, we operate as an independent organization, governed by community board members. Aimed at providing for the health care needs of local community members, the organization provides significant funding to benefit our patients through community education, investment in community health, and support of our community partners.

As our population in Washington County continues to lead the Portland-metro area in growth, Hillsboro Medical Center is prepared to continue to provide excellent health care and a positive patient experience as we transform the delivery of health care.

Our primary service area is Western Washington County, from Aloha and Beaverton west to the Coast Range, including Hillsboro, Forest Grove, Cornelius, Banks, North Plains and Gaston. Population of the area is approximately 250,000 people and growing.

Hillsboro Medical Center Locations:

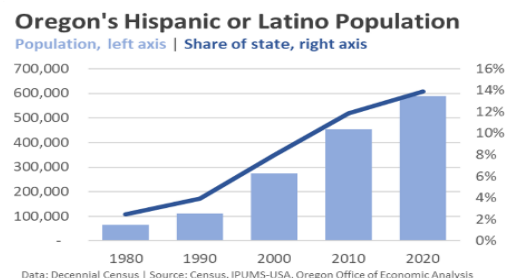
Hillsboro Medical Center: 167 beds with state-of-the-art acute care and level 2 NICU
Tuality 7th Avenue Medical Plaza
Tuality 8th Avenue Medical Plaza
Over 20 primary care and specialty clinics
¡Salud! Services outreach program for vineyard workers
Community Health Education Center

Medical Staff: Over 400 physicians and credentialed healthcare providers and 55 medical residents.

Workforce: One of the region's largest employers, with approximately 1,300 employees and 80 volunteers.

Demographics: The local community is highly diverse, illustrating the importance of focusing on health equity as we serve the needs of the entire community.

Primary Service Area - Population Demographics					
	Oregon	Washington County	Hillsboro	Forest Grove	Cornelius
Total Population	4,246,000	600,811	107,299	26,784	14,431
White %	73.5	62.1	54.2	65.3	43.0
Hispanic/Latino %	14.4	17.9	23.9	27.7	50.8
Black %	2.3	2.9	3.0	1.2	1.3
American Indian %	1.9	1.2	1.2	0.8	2.0
Asian %	5.1	12.7	11.9	2.0	1.9





Mission and Values

At Hillsboro Medical Center, we have an important mission:

Using skills and compassion, we are building a healthier community by bringing quality clinical care and unparalleled service to our region, in partnership with our patients, physicians and health care professionals.

To fulfill this great mission, we embody our values, which are our moral compass that define who we are and how we work together.



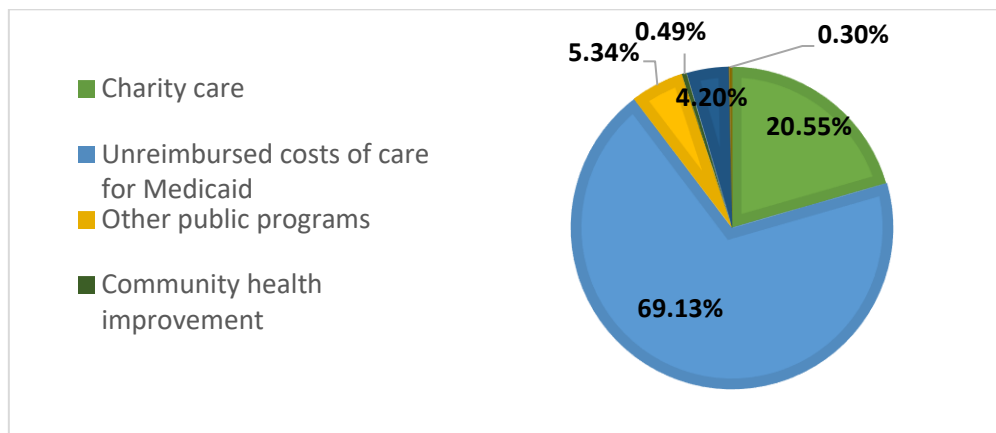
Financial Assistance Program

Hillsboro Medical Center provides emergency medical care and essential health care services for all patients, regardless of ability to pay. A financial assistance policy is in place to provide free or discounted services based on financial eligibility. Dedicated insurance verification staff screen all patients for financial assistance needs and assist them with insurance applications and preparing financial assistance documents.

Economic Value of Community Benefit

Hillsboro Medical Center provided over \$28 million in community benefit in fiscal year 2023. The community benefit included charity care, unreimbursed costs of care, community health improvement, health profession education and sponsorship of community partners.

Community benefits by category		
Charity care	\$ 5,887,654	20.55%
Total charity care	\$ 5,887,654	
Unreimbursed costs of care for Medicaid	\$ 19,809,748	69.13%
Other public programs	\$ 1,531,266	5.34%
Total government sponsored healthcare	\$ 21,341,014	
Community health improvement	\$ 139,651	0.49%
Health profession education	\$ 1,202,206	4.20%
Cash and in-kind donations to community groups	\$ 84,678	0.30%
Total other benefit	\$ 1,426,535	
Total	\$ 28,655,203	100.00%



Year of Publication of the Most Recent CHNA: 2022

2022 Community Health Needs Assessment

To evaluate community health needs and priority areas, every three years Hillsboro Medical Center participates in the Healthy Columbia Willamette Collaborative (HCWC) to complete a four-county community health needs assessment (CHNA).

Consisting of seven hospital systems, four county health departments, and one coordinated care organization, the HCWC region covers Washington, Clackamas and Multnomah counties in Oregon and Clark County in Washington. This unique public/private partnership serves as a platform for collaboration around health needs assessments. It allows for a more comprehensive view of community needs, informs priorities for HCWC member organization improvement plans, and supports a shared understanding for HCWC stakeholders and partners who collaborate on how to best meet community health needs.

HCWC focuses on broad issues impacting the health of the region, including chronic conditions, language barriers, economic instability, isolation, and others. HCWC identified discrimination, racism, and trauma as the overarching issues that shape the lives and health of community members. HCWC prioritized equity issues throughout the data collection, analysis, and reporting process for this CHNA. HCWC prioritized community input and lived experiences of priority populations and leaders from community-based organizations across the region.

Town halls and listening sessions were conducted across the four-county region. Through the town halls and listening sessions, HCWC gathered feedback directly from community members to identify principal issues important to the community. The CHNA contains key elements, including:

- Description of the community served by the health systems within the HCWC;
- Description of assessment processes and methods;
- Presentation of data, information and findings, including significant community health needs;
- Community resources potentially available to help address identified needs; and
- Discussion of impacts of actions taken since the time of the preceding CHNA.

As supported by quantitative data collected and analyzed for the CHNA, HCWC identified core issues central to the needs of the region and Hillsboro Medical Center then identified a community-specific implementation plan. The 2022 CHNA and 2022-2024 Community Health Improvement Plan (CHIP) were reviewed and adopted by the Hillsboro Medical Center Board of Directors on June 23, 2022. The documents were made available to the public through posting on the hospital website on June 30, 2022. Printed copies are available to the public upon request, at no charge.

Top Health Needs Identified in the 2022 CHNA

Based on the findings within the 2022 CHNA, Hillsboro Medical Center identified a series of health priorities to focus on within our service area during the time period 2022-2024. Prioritized focus areas are as follows:

- Focus Area 1: Access to Care/Equity/Culturally Responsive Care
- Focus Area 2: Mental Health and Substance Abuse
- Focus Area 3: Chronic Conditions/Preventive Health
- Focus Area 4: Prenatal/Parenting Education

Given the restraints of time, money, expertise, and other hospital priorities, Hillsboro Medical Center prioritized interventions during the 2022-2024 period. No hospital can single-handedly address all the issues present in the community, however, through our partnerships we are confident other community organizations are addressing the remaining priorities.

As discrimination, racism and trauma are overarching issues that shape the lives and health of community members, the impact of these factors is considered within each focus area.

Fiscal Year 2023 Community Benefit Activities to Address Identified Health Needs

Focus Area 1: Access to Care /Equity/Culturally Responsive Care

Objective: Improve access to primary care, with special emphasis on those covered by the Oregon Health Plan (Medicaid)

Interventions/Actions:

- ✓ Expanded the amount of website content and printed materials available in Spanish
- ✓ Translated childbirth education and nutrition materials into Spanish, including the "Preparing for Your Delivery" handbook
- ✓ Monitored utilization of translation devices to verify effectiveness of 24/7 patient translation in 240 audio languages and 41 video languages
- ✓ Implemented Epic health record improvements to incorporate interpretation services into virtual visits
- ✓ Improved awareness of services through increases in social media followers including frequent postings of health-related information, events, new providers, patient stories, etc.
- ✓ Promoted services in a series of outreach flyers for the following clinics: neurology, NICU/pediatrics, cardiology, orthopedics, women's and children's services
- ✓ Improved appointment scheduling process through implementation of e-referrals and e-consults
- ✓ Provided support for community primary care offices currently utilizing non-Epic electronic health records

- ✓ Participated in grant-writing with Hillsboro School District, Portland Community College, and the Health & Education District partners on health care training opportunities focused on priority populations
- ✓ Diversity, Equity and Inclusion Committee met regularly, creating and disseminating quarterly newsletters
- ✓ Patient and Family Advisory Council held monthly meetings to improve community awareness of services and to promote improvements within the health care environment
- ✓ Graduate Medical Education (residency) program expanded into its third year; residents are now seeing patients within the primary care clinics
- ✓ Internal Medicine Residency Program received a \$20,000 grant to fund an assessment of structural racism among the local Latinx population needing care for chronic diseases
- ✓ Expanded mobile mammography services into additional rural and underrepresented communities
- ✓ Provided expanded migrant/vineyard worker screenings through the ¡Salud! Mobile Clinic
- ✓ Opened Observation Unit in previous Day Surgery Unit to provide care for an increasing number of Emergency Department patients during and following the pandemic
- ✓ Facilitated enrollment of patients needing to obtain insurance coverage or financial assistance
- ✓ Supported diversity in hiring and monitored successful increase in diversity of employees
- ✓ Supported Virginia Garcia Memorial Foundation and Project Access Now to provide services for uninsured patients and undocumented immigrants
- ✓ Provided sponsorships to local community-based agencies which support health improvement within the community, with an emphasis on underserved populations
- ✓ Participated in state-wide social media campaign to encourage Oregon Health Plan covered members to renew Medicaid benefits

Implementation Highlight: Access to Insurance and the Insurance Verification Team

In Fiscal Year 2023, the insurance verification team expanded in-house Medicaid Specialist staff hours to cover weekday emergency department visits. The verification team also worked with the Oncology Manager to establish a process to refer under-insured cancer patients for additional coverage options and also revised processes to better connect with patients throughout the review and enrolment process.

Results included:

- Approximately 300 more patients are screened for Medicaid and/or financial assistance needs each month
- Total patients screened in Fiscal Year 2023 was 9,300
- Non-sponsored percent of total revenue has decreased from 2.9% to 2.1%

Focus Area 2: Mental Health and Substance Abuse

Objective: Participate in expansion of mental health and substance use treatment programs in Washington County

Interventions/Actions:

- ✓ Provided inpatient addiction treatment services for over 650 hospitalized patients through the IMPACT Program (Improving Addiction Care Team)
- ✓ Implemented Office Based Addiction Treatment (OBAT) outpatient substance use treatment program in primary care clinics; received 87 referrals for alcohol and opioid treatment in the first 8 months
- ✓ Participated in meetings related to new addiction treatment services opening in 2025 (Washington County Center for Addition Triage and Treatment (CATT))
- ✓ Provided trauma-informed care training for providers and staff; provided two-day trauma-informed care conference for women's and children's services staff, including a follow-up class attended by four staff
- ✓ Provided Behavioral Health Consultant services within primary care clinics
- ✓ Provided part-time consulting psychiatrist at Primary Care South Hillsboro
- ✓ Presented CHNA/CHIP data to primary care clinics to support expanded depression screening
- ✓ Worked with Project Homeless Connect and city and county staff and resource officers regarding houseless individuals on the hospital campus
- ✓ Participated in houselessness collaborative for City of Hillsboro to establish camping policy and city ordinances
- ✓ Supported development of affordable housing, particularly at Block 67 in the Health and Education District and in the Forest Grove and Cornelius communities
- ✓ Participated in the "One Pill Can Kill" public campaign related to the fentanyl crisis
- ✓ Publicized and promoted drug turn-in events in Hillsboro and Forest Grove
- ✓ Promoted the new "988" Hotline for individuals in mental health crisis

Implementation Highlight: IMPACT Program and Office Based Addictions Treatment

In the United States, Oregon has one of the highest death rates related to addiction yet has the most limited access to treatment. At Hillsboro Medical Center, 1 in 6 inpatients have a substance use disorder. The Improving Addiction Care Team (IMPACT) program was implemented in 2022 at Hillsboro Medical Center as an interdisciplinary, hospital-based addiction medicine team dedicated to engaging and supporting patients struggling with substance use disorders. The team consists of physicians, a social worker, and a recovery mentor, providing peer support, assessment, and treatment to patients with substance use disorder at a reachable moment during hospitalization. IMPACT partners with the hospital primary care team and nursing staff to support development of plans to improve patient success during hospitalization. Through this partnership, IMPACT aims to support and help patients engage in their hospital care and strengthen their trust in health system providers, connecting the patients to community services following discharge. In the first eight months of the program, the IMPACT team provided 629 consultations.

The Office Based Addictions Treatment (OBAT) program was initiated at Orenco Station Primary Care in September 2022. This clinic was created to meet the needs of our community during an unprecedented epidemic of addiction following the pandemic and to train our medical residents in this important type of care. The clinic is for patients with opiate use and/or alcohol use disorders, utilizing buprenorphine and naltrexone for opiate use and naltrexone and other medications for alcohol use. The OBAT team received 87 referrals in the first 10 months of the program.

Implementation Highlight: Community Campaigns



Sample media utilized during community-wide mental health campaigns

Focus Area 3: Chronic Conditions/Preventive Health

Objective: Improve access to preventive care and community education related to chronic conditions

Interventions/Actions:

- ✓ Provided community education to support community health:
 - Diabetes: Diabetes Management, support group/monthly e-mails, outpatient consultations
 - Cardiovascular disease: hypertension screening, CPR/AED/First Aid classes
 - Stroke: BE FAST stroke awareness campaign (English and Spanish)
 - Parkinson's and Alzheimer's Disease: Support group referrals
- ✓ Implemented Cancer Screening Campaign at community health fairs and Hillsboro Tuesday Night Market in concert with OHSU Knight Cancer Institute: Colorectal cancer, Breast cancer, Prostate cancer. Lung cancer, War on Melanoma
- ✓ Hosted the Knight Cancer Institute at area events, including screening 18 community members for Melanoma at a Tuesday Night Market
- ✓ Hosted the OHSU Research Program at area events
- ✓ Recruited additional providers and expanded access at Cardiology and Neurology Clinics
- ✓ Provided low-cost CPR/AED/First aid training programs in English and Spanish
- ✓ Provided "Know Your Numbers" community hypertension campaign (English and Spanish) in collaboration with the American Heart Association
- ✓ Provided "Hands-only CPR" outreach to the city of Hillsboro, Hillsboro School District and Chamber of Commerce business members to increase awareness of updated CPR techniques
- ✓ Recognized for outstanding efforts in organ donations, receiving the 2023 Cascade Life Alliance Hope Award, maintaining both 100% timely referral and 100% conversion rates
- ✓ During Breast Cancer Awareness Month, provided community education about the importance of finding breast cancer early
- ✓ Created and promoted mammography video during Breast Cancer Awareness Month
- ✓ Participated in annual Hillsboro July 4th Parade, promoting mammography services
- ✓ Distributed colorectal screening pamphlets to community providers, highlighting the importance of endoscopy (English and Spanish)
- ✓ Coordinated and hosted March 2023 Washington County Nutrition Consortium meeting in partnership with OHSU's Bob and Charlee Moore Institute
- ✓ Provided community education and screenings (cancer screenings, BE FAST/RAPIDO stroke awareness, hypertension screening, etc.) at Hillsboro Hops Sponsorship Nights, Latino Fest, Hillsboro Tuesday Night Market, Hidden Creek Wellness Center, Qorvo Industries, M & M Market, The Springs Assisted Living, etc.
- ✓ In collaboration with the Hillsboro School District Healthy Kids Program, Metro West and OSU Extension, provided nutrition, safety and healthy living information tables at a track meet for 800 underserved youth from 18 area schools
- ✓ Provided space and recruitment support for 14 American Red Cross blood drives.

- ✓ Participated in Oak/Baseline/10th Avenue community visioning process to improve livability, safety and connectedness for area residents, businesses, hospital staff and patients
- ✓ Hillsboro Medical Center athletic trainers provided services to over 3,500 high school students in the Hillsboro and Forest Grove area.

Implementation Highlight: Community Outreach and Education



Staff and volunteers providing blood pressure screening and cancer screening information at the Hillsboro Tuesday Night Market; “BEFAST” stroke symptom awareness video playing at the Hillsboro Stadium

Focus Area 4: Prenatal/Parenting Support and Education

Objective: Expand awareness of supportive services available to women and children

Interventions/Actions:

- ✓ *Braner Family Safety Resource Center* provided outreach including car seat education, cribs and safe sleep equipment, locking medication/gun cabinets, etc. In Fiscal Year 2023, health educators provided 556 patient safety consultations, 652 car seat safety inspections, and provided 150 new car seats and 79 safe sleep kits
- ✓ Created Infant Safe Sleep webpage to provide safety guidance for new parents
- ✓ Provided prenatal/parenting classes, offering both in-person and virtual options
- ✓ Provided prenatal/parenting class discounts for OHP and WIC recipients
- ✓ Collaborated with Washington County’s *Help Me Grow*, *Healthy Beginnings*, and *WIC Programs*: provided awareness and resource materials for the Women’s Clinic, Family Medicine Clinics, Labor and Delivery, NICU/Pediatrics unit, and childbirth and parenting classes
- ✓ Participated in Washington County Prenatal to Three (P3) Committee
- ✓ Promoted Doernbecher NICU/Pediatric Unit at Hillsboro Medical Center to area providers
- ✓ Created video tour of NICU for families transferring from Doernbecher to Hillsboro Medical Center
- ✓ Provided Women’s Services Campaign including billboards, direct mail, social media

- ✓ Implemented Northwest Mothers Milk Bank “Milk Drop” to support infants needing supplemental breast milk; over 10,000 ounces were donated in the first year
- ✓ Implemented “family centered visits” at South Hillsboro Primary Care where new parents conveniently schedule their own postpartum appointments back-to-back with their newborn’s well-child checkups
- ✓ Employed full-time community health worker to assist families in the Women’s and Children’s Center with education, resource information and referral, patient navigation and support

Implementation Highlight: Women’s Services Campaign Spring/Summer 2023



- 5,000 direct mail pieces were sent to women in our community regarding the organization’s comprehensive women’s health services
- Over 50 postings on social media during 2023, highlighting Women’s and Children’s services
- 16 personal visits to area practices to ensure area providers are familiar with the services available and the referral process to our pediatric unit
- Connected with community members at a Hillsboro Hops baseball game where we highlighted our Women’s Clinic, Breast Clinic and Mobile Mammography program as well as exposing the community to women’s health research within our health system

Implementation Highlight: Drop Site for Northwest Mothers Milk Bank

In 2023, Hillsboro Medical Center partnered with Northwest Mothers Milk Bank to open a milk drop site for breastfeeding mothers who wish to donate breastmilk to save the lives of infants in Oregon communities. As a not-for-profit milk bank, Northwest Mothers Milk Bank serves the Pacific Northwest region by pasteurizing and providing donor milk to premature and/or ill babies. Over 10,000 ounces were donated during the first year of the program.

“Our neonatal intensive care unit has been fortunate to receive donated milk from Northwest Mothers Milk Bank,” explains Lindsey Kennedy, Director of Hillsboro Medical Center’s Women’s and Children’s Unit. “We are excited to be a milk drop site to help support this great network that nourishes infants in need.” Thank-you to Hillsboro Medical Center registered nurse Sarah Williams for establishing the program at our location.

Community Benefit Activities that Address Social Determinants

Addressing Health-related Social Needs

Health-related social needs include civic participation, discrimination, incarceration, social cohesion, access to health care, etc. Examples of Hillsboro Medical Center's community benefit activities addressing these areas include:

- ¡Salud! Services medical outreach to migrant farm workers
- Sponsorship of local community-based agencies that support health improvement
- COVID-19 testing and vaccine clinics for underserved communities
- Sponsorship of community events for Latinx, Black and Pacific Islander communities
- Patient and Family Advisory Council with diverse community membership
- Expanded translation and interpreter services
- Increased diversity among employees and providers
- Improved referral process for patients needing support from community agencies
- Mobile mammography services outreach to women in underserved communities
- Outreach to high school and college students to encourage more entrants into health professions

In Fiscal Year 2023, Hillsboro Medical Center made community investments in the amount of \$207,925 to the following organizations:

- Hillsboro Hops Professional Baseball
- Project Access Now
- American Heart Association
- Hillsboro Tuesday Night Market
- Centro Cultural
- Community Action
- Washington County Chamber of Commerce
- Forest Grove/Cornelius Chamber of Commerce
- Virginia Garcia Memorial Health Center
- Washington County Hospice/Care Partners
- Gifted Wishes (Pacific Northwest Hospice Foundation)
- Forest Grove Lions Club
- Hillsboro Rotary Club

Interventions/Actions:

- ✓ Provided vouchers for patients needing transportation, including taxi cabs, MAX light rail and TriMet
- ✓ Implemented "Ride to Care" free transportation services for HealthShare patients
- ✓ Provided case management referrals to local agencies which can support patient social needs or concerns, e.g. Community Action, Washington County, etc.
- ✓ Provided training for staff and providers in trauma-informed care and adverse childhood experiences (ACES)

- ✓ Provided sponsorships to local community-based agencies supporting health improvement within the community
- ✓ Provided outreach for staff and their families during the holidays
 - Thanksgiving baskets
 - Christmas gift cards and food baskets
 - Food and personal hygiene pantry
- ✓ Provided warm winter clothing for individuals experiencing houselessness (Open Door) and school-aged children (Lincoln Street Elementary)
- ✓ Provided Christmas gifts for Hillsboro Medical Center Home Health patients experiencing financial hardship and isolation
- ✓ Provided hygiene, toiletry items and first aid training for refugees and migrant workers

Addressing Systemic Issues or Root Causes of Health Equity

Systemic issues include educational opportunities, language, literacy, employment, food insecurity, housing instability, poverty, etc. Examples of Hillsboro Medical Center's community benefit activities addressing these areas include:

- Financial counseling and assistance for patients in need of coverage for health care expenses
- Better coordination of existing community resources
- Financial support for patient transportation
- Christmas gifts for low-income, home-bound patients
- Clothing and coat drive for local grade school students
- Clothing and coat drive for local shelter providing services to those experiencing homelessness
- Hygiene and toiletry drive for refugees and migrant workers

Implementation Highlight: Investments to Address Health Inequities

Since 2017, the region's major health providers including Hillsboro Medical Center have collectively invested in Project Access NOW, a non-profit focused on improving community health and equity by providing access to care, services, and resources for the underserved and uninsured.

To date, the regional health systems have invested more than \$40 million to support health services for Project Access NOW's clients who are low-income, non-native English speaking, and identify as Black, Indigenous, or people of color. Project Access NOW has become a critical link for health access and education, particularly for underserved communities.

Donated Health Care

Project Access NOW manages a network of volunteer providers, who represent a range of health systems as well as safety net and private clinics. These specialists treat uninsured clients after they are referred by their primary care provider. Additionally, our partnership with Providence Health & Services allows our clients to access vital medications at affordable prices.



Implementation Highlight: Community Events and Community Education



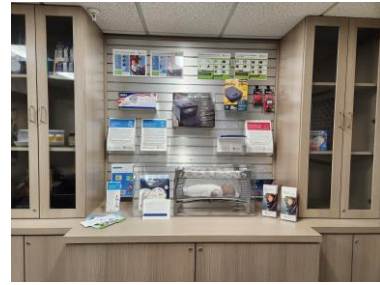
Hillsboro Medical Center Breast Health Center and Knight Cancer Institute providing cancer screening services at community events



Family Medicine Resident Esteban Garza providing blood pressure screening and health information at Hillsboro's Latino Fest. The Hillsboro Medical Center Residency Program is pleased to have diverse representation, 52% non-white



Year-end track meet for 800 3rd-6th graders from the Hillsboro School District. Family Medicine Residents Ally Bray and Marissa Bruno and numerous staff and volunteers provided health information to students.



Braner Family Safety Resource Center at community events and the safety resource center display at Hillsboro Medical Center

Key Measurements and Statistics for Fiscal Year 2023:

- Diversity in Hiring: 36% non-white employees; 52% non-white residents
- Scholarships: \$28,783 (employee); \$4,000 (high school students)
- Mentorships/Internships/Residencies: 355 clinical students; 45,779 clinical hours
- Support/sponsorship of non-profit community organizations: \$209,000
- IMPACT team addiction consultations: 650 inpatient consults
- Primary Care substance use treatment consultations (OBAD): 87 referrals
- Salud! Services: 120 medical referrals, 63 vision referrals, 49 dental referrals
- Mobile mammography screenings: 1,933
- Athletic trainers: provided services for 3500 high school students
- Patients screened for financial assistance needs: 9,300
- Braner Family Safety Resource Center: 556 patient safety consults; 652 car seat inspections; 150 new car seats and 79 safe sleep kits
- MD Residencies: 55 medical residents completing residencies