



OHSUHealth
Hillsboro Medical Center



**Community Benefit
Report
Fiscal Year 2025
(July 1, 2024-June 30, 2025)**

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 2025 Update**

	Page
Table of Contents	
Our Hospital and Our Community	3
Financial Assistance Program	
Economic Value of Community Benefit	4
Year of Publication of the Most Recent CHNA: 2022	5
2022 Community Health Needs Assessment	
Top Health Needs Identified in the 2022 CHNA	
Fiscal Year 2025 Community Benefit Activities	
Focus Area 1: Access to Care/Equity/Culturally Responsive Care	6
Focus Area 2: Mental Health and Substance Abuse	7
Focus Area 3: Chronic Conditions/Preventive Health	8
Focus Area 4: Prenatal/Parenting Support and Education	9
Community Benefit Activities that Address the Social Determinants of Health	10
Addressing Systemic Issues or Root Causes of Health and Health Equity	11
Community Benefit Highlights	13

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 the population in Washington County continues to grow, 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 as part of OHSU Health.

Our primary service area is western Washington County, from Aloha and Beaverton west to the Coast Range. Washington County is the most diverse county in Oregon with the second highest population, over 600,000 residents. Through the OHSU Transfer Center, patients from throughout the state receive care at the hospital.

The local community is highly diverse, illustrating the importance of focusing on health equity as we serve the needs of the entire community. Hillsboro Medical Center works diligently to hire staff and providers who share the diverse languages and cultures of our patients. Presently, the largest non-white patient population is Hispanic/Latino (17.9% of our county). 16.5% of our hospital staff are Hispanic/Latino and 47% of our medical residents are non-white, indicative of organizational efforts to increase diversity among staff and providers.

Hillsboro Medical Center Locations

- Hillsboro Medical Center: 215 licensed beds with state-of-the-art acute care services and Level 2 neonatal ICU
- 7th Avenue Medical Plaza
- 8th Avenue Medical Plaza
- Over 20 primary care and specialty clinics
- Dick Stenson Health Education Center
- ¡Salud! Services mobile outreach program for vineyard stewards
- Mobile mammography unit

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. In FY25, the Insurance Verification team implemented processes to align with Oregon House Bill HB3320, Presumptive Screening. Staff screen all insured patients with a balance over \$500 for financial assistance prior to billing and patients under 300% of the federal poverty level (FPL) have medically necessary charges fully written off to charity care.

Economic Value of Community Benefit

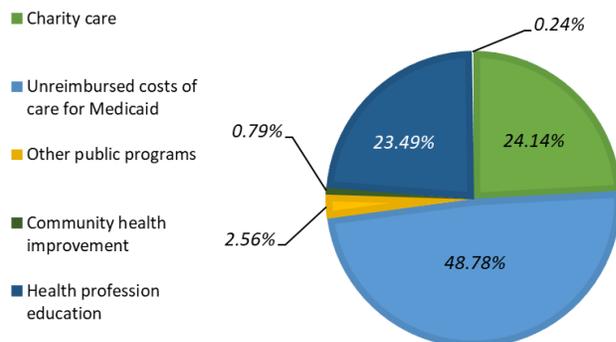
Annual Community Benefit Provided by Hillsboro Medical Center

Hillsboro Medical Center makes significant financial contributions to the community each year. Total community benefit provided by Hillsboro Medical Center in recent years includes:

- FY18 \$14,152,943
- FY19 \$13,639,719
- FY20 \$17,762,869
- FY21 \$20,969,087
- FY22 \$21,327,486
- FY23 \$28,655,203
- FY24 \$30,302,754
- FY25 \$39,305,962

Hillsboro Medical Center provided over \$39 million in community benefit in fiscal year 2025. The community benefit included charity care, unreimbursed costs of care, community health improvement, health professions education and sponsorship of community partners.

FY25			
Community Benefits by Category			
■ Charity care	\$	9,487,106	24.14%
Total charity care	\$	9,487,106	
■ Unreimbursed costs of care for Medicaid	\$	19,174,573	48.78%
■ Other public programs	\$	1,008,104	2.56%
Total government sponsored healthcare	\$	20,182,677	
■ Community health improvement	\$	308,682	0.79%
■ Health professions education	\$	9,234,217	23.49%
■ Subsidized health services			0.00%
■ Cash and in-kind donations to community groups	\$	93,280	0.24%
Total other benefit	\$	9,636,180	
Total	\$	39,305,962	100%



Year of Publication of the Most Recent CHNA: 2022

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

Consisting of seven hospital systems, three county health departments and two coordinated care organizations, 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. It allows for a more comprehensive view of community needs, identifies 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, such as chronic conditions, language barriers, economic instability, and isolation. In the 2022 CHNA, HCWC identified discrimination, racism, and trauma as the overarching issues that shape the lives and health of community members. HCWC highlighted equity issues throughout the data collection, analysis, and reporting process and emphasized community input and lived experiences of priority populations.

As supported by quantitative data collected and analyzed for the CHNA, HCWC identified core issues central to the needs of the region. 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 made available to the public upon request, at no charge. Annually, a Community Benefit Report is completed by Hillsboro Medical Center to summarize highlights of the implementation plan.

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 the primary service area during the time period 2022-2024. Prioritized focus areas were 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

Hillsboro Medical Center recognizes that no single organization can single-handedly address all priority areas; however, through our collaborative partnerships we are confident that other community organizations address 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 2025 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:

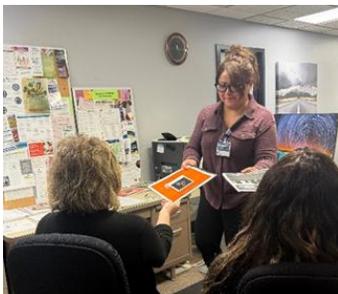
- ✓ Expanded the amount of education, website content, and printed materials available in Spanish; participated in community health campaigns
- ✓ Expanded translation services to include multiple options for accessing an interpreter; expanded staff education and utilization of translation devices
- ✓ Improved awareness of services through increases in social media followers including frequent postings of health-related information, events, new providers, patient stories, etc.
- ✓ Improved medical appointment scheduling process through use of e-referrals and e-consults
- ✓ Provided video consultations in ambulatory clinics
- ✓ Instituted Community Health Workers (CHWs) at Hillsboro Medical Center
- ✓ 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 graduated its first class, with one-third of the class remaining in the area to continue providing primary care services locally
- ✓ Expanded mobile mammography services into additional rural and underrepresented communities
- ✓ Provided expanded migrant/vineyard steward screenings through the ¡Salud! Mobile Clinic
- ✓ 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 underinsured and uninsured patients
- ✓ Provided sponsorships to local community-based agencies which support health improvement

Implementation Highlight: Community Health Workers

Hillsboro Medical Center has introduced Community Health Workers (CHWs) in the primary care clinics, Women's and Children's Center and the Women's Health Clinic. CHWs serve as trusted, frontline health professionals who help patients navigate their community's health and social services.

"I meet with patients to discuss their social needs, help identify appropriate resources, and assist them in navigating and accessing these services. Additionally, when patients screen positive for social determinants of health, I reach out via phone or MyChart messaging to provide them with the relevant resources. My daily interactions focus on addressing barriers to care and ensuring patients feel supported beyond their clinical visits."

Nancy Juarez, Community Health Worker
Hillsboro Medical Center Primary Care, Forest Grove



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 1,150 inpatient addiction treatment consultations through the hospital-based IMPACT Program (Improving Addiction Care Team)
- ✓ Provided Office-Based Addiction Treatment (OBAT) outpatient substance use treatment for alcohol and opioid treatment in Primary Care clinics
- ✓ Provided 5,145 Behavioral Health/Social Work consultations in primary care clinics
- ✓ Supported development of new addiction treatment center opening in Fall/Winter 2025 (Washington County Center for Addition Triage and Treatment/CATT)
- ✓ Provided trauma-informed care training for providers and staff; base training is provided for all caregiver staff, with additional training available upon request
- ✓ Participated in county-wide effort to distribute naloxone at no charge for anyone receiving an opioid prescription (averaging 100 doses distributed per month)
- ✓ Worked with Project Homeless Connect and city and county staff and resource officers regarding houseless individuals on and near the hospital campus
- ✓ Publicized and promoted drug turn-in events in Hillsboro and Forest Grove
- ✓ Promoted the “988” Hotline and the Washington County Hawthorn Crisis Center for individuals in mental health crisis

Implementation Highlight: IMPACT team

Since first starting to see patients three years ago, Hillsboro Medical Center’s Improving Addiction Care Team (IMPACT) has completed over 1,200 consultations. The multidisciplinary IMPACT team includes addiction medicine physicians, social workers and peer recovery support specialists. The team notes that they enjoy working together to support hospitalized patients in meeting their substance use goals.



Hillsboro Medical Center IMPACT Team

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 with an emphasis in diabetes, cardiovascular disease, stroke, and cancer prevention
- ✓ Participated in Cancer Screening Campaign at community health fairs and Hillsboro Tuesday Night Market in collaboration with OHSU Knight Cancer Institute
- ✓ Recruited additional providers and expanded access at Cardiology, Neurology, Neurosurgery, Surgery, and primary care 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” community education
- ✓ During Breast Cancer Awareness Month, provided community education about the importance of identifying breast cancer early
- ✓ Provided 2,348 outreach mobile mammography procedures, focused on meeting the needs of underserved and remote communities
- ✓ Participated in annual Hillsboro July 4th Parade, promoting mammography and cancer screening
- ✓ Provided nutrition, safety, and healthy living information at a track meet for 900 youth from 18 area schools
- ✓ Provided space and recruitment for 14 American Red Cross blood drives, resulting in 241 pints of blood donated to serve the needs of up to 723 patients
- ✓ Hillsboro Medical Center athletic trainers provided services to over 3,500 high school students in the Hillsboro and Forest Grove School Districts
- ✓ Earned the American Heart Association’s Get With The Guidelines®–Stroke Gold Plus Award for the 14th year running

Implementation Highlight: Community Outreach & Education

Hillsboro Medical Center providers, residents, employees, and volunteers provided health education and information at many community events, including free blood pressure checks, free skin checks, and vital cancer education from our residents and OHSU Health partners at Knight Cancer Institute. At one particular event the team provided our community approximately 40 melanoma skin checks, 70 blood pressure checks and over 100 dermatologist-approved sunscreens.



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* staff provided education and outreach including car seat education, cribs, and safe sleep equipment, locking medication/gun cabinets, etc.
- ✓ Promoted 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 patients 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 Health Clinic, Primary Care Clinics, Labor and Delivery, NICU/Pediatrics unit, and childbirth and parenting classes
- ✓ Expanded Baby Club for new parents, including both virtual and in-person options
- ✓ Hosted Washington County Prenatal to Three (P3) Partnership event and participated in quarterly county-wide networking meetings
- ✓ Promoted Doernbecher NICU/Pediatric Unit at Hillsboro Medical Center to area providers
- ✓ Promoted “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 workers (CHW) in the Women’s and Children’s Center and the Women’s Health Clinic to assist families with education, resource information and referral, patient navigation and support

Implementation Highlight: Spanish Childbirth Classes

Childbirth classes are now offered in both English and Spanish. Classes can be taught utilizing simultaneous translation and in recent months additional educators were employed to provide separate classes in Spanish. Classes and information are now posted in both languages on the hospital website.

Women’s and Children’s Services provides tours of the birthing unit, covering not only the facility itself but also topics such as birth plans, labor support, and what to expect throughout the birthing and recovery process. Patients and their partners familiarize themselves with the discharge checklist folder including resources. All the services are available in Spanish and other languages with interpreter support. Families have shared that after attending the tour they feel less anxious and more excited about the coming birth.



CLASE PARA LA PREPARACIÓN AL PARTO

Aprende todo lo necesario para tener un parto empoderado con la partera y educadora perinatal, Rosemary Loperena, CPM, LDM y Kim Rodriguez

Sábado, 24 de enero
Sábado, 7 de febrero
Hora: 9am-4pm
Lugar: Hillsboro

WIC - GRATIS
OHP - 50% descuento
Auspiciado por Hillsboro Medical Center

LA CLASE INCLUYE:

- ETAPAS DEL PARTO
- TÉCNICAS DE COMFORT
- LA FISIOLÓGIA DEL PARTO
- INTERVENCIÓNES EN EL PARTO



Community Benefit Activities that Address Social Determinants

Addressing Health-related Social Needs

Discrimination, isolation, and systematic incarceration are all factors that influence and impact access to health care. Examples of Hillsboro Medical Center's community benefit activities addressing these areas of health disparities include:

- Efforts to increase diversity among employees and providers to enhance cultural competence, build trust with diverse populations and reduce health disparities
- Free translation and interpreter services
- Mobile mammography outreach to women in underserved communities
- Outreach to high school and college students to encourage exploration of health professions, including first generation college students
- ¡Salud! Services medical outreach to vineyard stewards and their families
- Sponsorship of local community-based agencies that support health improvement
- Sponsorship of community events for Latinx, Black and Pacific Islander communities
- Free or reduced rate classes for women eligible for Oregon Health Plan and WIC services
- Free or reduced rate classroom and auditorium space for community non-profits
- Patient and Family Advisory Council with diverse community representation

Implementation Highlight: Compassion Closet & Clothing Donations

The Compassion Closet provides a consistent supply of new clothing and shoes in a variety of sizes to meet the needs of emergency department patients at discharge. The Compassion Closet is stocked with new clothing, organized by size and easily accessible to Emergency Department staff. The fund was created through the Hillsboro Medical Center Foundation with matching funds provided by a dedicated volunteer and her husband.



Emergency Department team photo when the Compassion Closet official opened in 2025. Hospital staff also collected shoes, socks, and coats throughout the year for houseless individuals and local school students.

Contributions to Community Organizations

In Fiscal Year 2025, Hillsboro Medical Center made community investments in the amount of \$152,098 to support the following community organizations:

- Project Access Now
- American Heart Association
- Hillsboro Tuesday Night Market
- Centro Cultural
- Washington County Chamber of Commerce
- Forest Grove/Cornelius Chamber of Commerce
- Virginia Garcia Memorial Health Center
- Forest Grove Lions Club
- Hillsboro Rotary Club
- Hillsboro Hops Professional Baseball

Addressing Systemic Issues or Root Causes of Health Equity

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

- Provided financial counseling and assistance for patients in need of health care coverage
- Hosted clothing, sock, and coat drives for local grade school students and local non-profit agencies providing services to those experiencing homelessness
- Hosted hygiene and toiletry drive for school students and community members experiencing homelessness
- Provided job shadow/observation opportunities for high school students and other community members exploring health careers
- Provided guest speakers at career events including Hillsboro School District Health Career Day and Pacific University/Oregon Healthcare Workforce Institute Synapse Camp, focused largely on first generation students
- Collaborated with Virginia Garcia Memorial Health Center on hotel placement with wraparound services for houseless individuals who are discharged from the hospital
- Provided post-discharge housing for patients in need (\$11,593)
- Provided vouchers for patients needing transportation, including taxi cabs, MAX light rail, and TriMet (\$38,457)
- Coordinated "Ride to Care" free transportation services for Oregon Health Plan patients
- Provided case management referrals to local agencies which can support patient social needs or concerns, including 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, including Thanksgiving baskets, Christmas gift cards and food baskets, and food pantry and personal hygiene items
- Provided toys for NICU/Pediatric unit patients

Implementation Highlight: Future Health Care Workforce

Following restrictions implemented during the pandemic, Hillsboro Medical Center has fully reinstated job shadows and observation activities for high school and college students. In addition to clinical training provided for area colleges and universities, partnerships with Pacific University’s Synapse Camp, the Hillsboro School District and Portland Community College provided many opportunities for staff to share their talents and enthusiasm with local students, including first generation students.



Implementation Highlight: Braner Family Safety Resource Center

The Infant Safety Program (Safe Home, Safe Ride, and Safe Sleep) provides education and resources to all children & caregivers. This program ensures all families have access to safe and appropriate car seats along with a safe sleep environment.

In FY25, the Braner Family Safety Resource Center provided the following services:

- 645 families of inpatients received services, including 106 car seats and 111 safe sleep kits provided to low-income families at no cost
- 418 families received car seat education and support during 12 community car seat clinics and community appointments
- Community outreach events included Hillsboro Tuesday Night Market, “Buckle Up for Life” booster seat education events and “Welcome Baby Safety Resource Showers”



Car seat clinics are of great importance as the community events raised awareness of an 81% misuse rate prior to education. Free monthly Baby Club meetings for new parents and their infants provide the opportunity to talk about safety and any other challenges for new parents. Washington County District Attorney Kevin Barton joins Safety Center staff at a “Buckle Up for Life” event. DA Barton has been instrumental in referring families to services at the Braner Family Safety Resource Center.

Fiscal Year 2025 Community Benefit Highlights:

- Mentorships/Internships/Residencies:
 - Provided 45,000 student hours and 35,000 clinical hours through 24 clinical affiliations; 50 interns/residents/fellows, 186 nurses, 190 other allied health programs
 - Welcomed 52 nurse residents through the Specialty Training Program
 - Placed 415 local students with a total of 38,401 hours on site.
 - Medical residents mentored 110 sports medicine students at Hillsboro High School
 - Provided 83 observations for high school students and community members
- Diversity: 42% non-white employees and 47% non-white medical residents; 40% of graduating medical residents stayed within the OHSU Health system and 63% of the first two classes in internal medicine and family medicine remained in Oregon to practice.
- Scholarships: The Hillsboro Medical Center Foundation awarded employee scholarships totaling \$42,102 to 47 individuals to support ongoing education and professional certification and \$2,800 in scholarships to high school students pursuing health careers. Funding was provided through community donations and endowed scholarship funds.
- Community Support: Hillsboro Medical Center provided \$152,098 in financial sponsorships
- Mental Health and Substance Use:
 - IMPACT team inpatient addiction program: 1,150 inpatient consultations for 482 patients
 - Office Based Addiction Treatment (OBAT) program: provided outpatient consultations in primary care clinics for alcohol and opioid treatment (Orenco Station)
 - Behavioral Health/Social Work in primary care clinics: 5,145 consultations
- Patient Access:
 - 2,348 mobile mammography screenings
 - ¡Salud! Services hosted 72 clinic days, delivering accessible and affordable healthcare to vineyard stewards and their families. Staff registered 2,031 patients, with ages ranging from 14 to 81. Provided 777 lipid panels, 261 A1C panels and 225 tetanus vaccines.
 - MyChart Scheduling implemented: 2,975 patients scheduled primary care appointments via Epic MyChart in the first 3 months
 - All 4 primary care clinics achieved Tier 5 recognition as a Patient-Centered Primary Care Home
- Athletic Trainers: provided services for 3500 high school students in five area high schools as well as Fire Department training to help ensure a coordinated response in the event of a serious athletic injury at high school games
- Childbirth/Parenting Classes: free/reduced rate classes for patients eligible for Oregon Health Plan or WIC \$2,298
- Classroom space: free/reduced rate classroom and auditorium space for non-profit partners \$13,185
- Braner Family Safety Resource Center:
 - 645 patient safety consultations
 - 106 free car seats and 111 free safe sleep kits
 - 12 community car seat clinics
 - Welcome Baby Safety Resource Showers
 - Interactive booths at local events
- Blood Donations: American Red Cross: collected 241 pints of blood (enough blood to save up to 723 individuals) at Hillsboro Medical Center blood drives
- Interpretation Services: Approximately 12,000 in-person interpreter appointments and approximately 40,000 video and telephone interpreter appointments. 21 bilingual staff members completed language proficiency testing