

COMMUNITY REPORT

2017 Community Benefit Report



TUALITY HEALTHCARE
An OHSU Partner

Table of contents

Clinical integration in action	3
Tuality Healthcare's local high school athletic trainer program going strong	5
Clinical education utilizes life-size training manikin	7
Cascadia rising	9
Community benefit summary	11

Clinical integration in action

Fred Williams, M.D., has been a Neurosurgeon practicing at Tuality Healthcare for over a decade. In that time, he hasn't had a partner to collaborate with — until now. Through Tuality's clinical affiliation with OHSU comes a partnership between Williams and Jeremy Ciporen, M.D., an OHSU assistant professor in neurological surgery, that is serving both of them — and their patients.

The neurological affiliation between Tuality and OHSU is an example of the integration of the organizations' clinical services. As the state's only public academic health center with over 15,000 employees, OHSU's size contributes to its ability to provide services and community support not found anywhere else in the state.

The partnership enables Tuality to offer increased neurosurgical care at a higher level of complexity for our patients.



Ciporen, for his part, is thrilled to be working alongside Williams. “I feel pretty blessed that it was Dr. Williams who I was paired with,” he said. “There is a lot of mutual respect and he’s an accomplished neurosurgeon and he’s just a great individual. There’s a lot that I’ve learned already, there’s a lot to be learned. I think we match up well. I think we have a symbiotic relationship. I also think our skill sets complement each other.”

Williams is proud of the neurological care Tuality has always offered, but he also sees the added value that Ciporen brings to Tuality. “He’s really brought us up to the forefront in neurosurgery,” Williams said “Not just up to standard — we were living up to standard before — but he’s moved us beyond that.”

This partnership enables Tuality to establish a neurosurgical program in western Washington County that can care for more patients and more complex cases.

Ciporen said the collaboration has been a team effort by all involved with patient care prioritized throughout. “I’ve been really impressed by the patient-centric nature of the people at OHSU that I work with every day, and also by the people and caregivers and administration at Tuality,” he said. “I’ve been impressed by how many people have mobilized and actually did what they said they were going to do to make things happen.”

Williams said he appreciates that OHSU sets a high standard, just as Tuality does. He believes that the affiliation will continue to benefit both institutions. “If we look into the future, there’s going to continue to be a need for a major hospital facility here,” Williams said. “We’re going to be doing the things that we’ve always done, and we do those very well, but we’re going to have to think about expanding what we can do so that we can handle more things. They can’t all be done up on the hill at OHSU. We need capability out here.”

Ciporen adds “we’ve approached it not just as a neurosurgeon going there to do more volume but to improve access in the outpatient setting, the inpatient setting and in the multidisciplinary care setting. And I think that’s where the future is going to be as well.”

Tuality Healthcare's local high school athletic trainer program going strong

For over two decades, Tuality Healthcare has partnered with local school districts to donate over 550 hours per year of athletic training coverage to the four Hillsboro high schools and Forest Grove High School.



In addition to enhanced coach training and Oregon Schools Activities Association (OSAA) safety protocols, student athletes benefit from having a professional Athletic Trainer on site to provide pre-game preparations, injury evaluations and diagnosis, head trauma assessments, physical therapy and rehabilitation.

Each high school is provided a Tuality Athletic Trainer who works most afternoons during practice and during game times. Although the Athletic Trainers can't be at every game or practice, they are available for follow up injury assessments and physical therapy to help athletes return to play. "I have been in the profession for over 15 years and I honestly wouldn't want to be doing anything else. Working as an Athletic Trainer at Forest Grove High School is incredibly rewarding," said Erin Russell, ATC-R. "There is nothing more satisfying and exciting than when I see one of my athletes finally play in a game after having been injured. I had an athlete who sustained a very serious concussion and went through months of physical and speech therapy. It's hard to describe how happy all of us were to have him back the following year, able to play again."

"There is nothing more satisfying and exciting than when I see one of my athletes finally play in a game after having been injured."

Erin Russell, ATC-R

Tuality's athletic training program has been invaluable to the local schools, which previously relied on the coaching staff to evaluate injuries. "Without that coverage, athletes would not have immediate access to a professional healthcare provider," Russell said. Having a professional Athletic Trainer on-site is a much more effective means of providing care, and allows any potential head traumas, a recent hot topic in sports-related injuries due to the recent research on their long-term effects, to be diagnosed and triaged properly. "As Athletic Trainers, we evaluate injuries and determine whether we need to refer to a doctor, the Emergency Room, or are able to take care of it in the training room. This saves parents and the school district money by avoiding unnecessary medical costs."

Clinical education utilizes life-size training manikin

Tuality Healthcare's Clinical Education Department has added a piece of simulation training equipment that will aid in the education of clinical staff to build and improve upon their skill proficiency.

Meet STAT Man with Deluxe Airway, a life-size, high fidelity simulation manikin that is 6 feet, 1 inch tall and weighs nearly 100 pounds. Some of the highlighted features this manikin offers include the ability to allow staff to practice airway maintenance, 17 ECG rhythm interpretations, actual



NEW MANIKIN TRAINING OPPORTUNITIES

CPR training with an actual pulse rate

Intramuscular injection site

Multiple injection sites

Advanced IV arm therapy

Oral and nasal intubation

4-lead monitoring

Tongue swells

Laryngospasms

Cricothyrotomy

Bilateral chest tube placement with simulated fluid discharge

Bilateral pneumothorax relief

Stomach distention

IV arm therapy

Defibrillation

Arrhythmia training

defibrillation use with rhythm conversions, multiple IV access sites and chest tube ports, palpable 12-point pulses and joints with realistic range of motion.

“This new mannequin will allow Tuality to provide Mega Code Blue ACLS scenarios for ongoing clinical staff refresher courses and provide new clinical hires with their initial orientation to Code Blue and Rapid Response. The manikin will also be utilized in numerous ways during in-service training for staff to practice practical applications to advance their technical hands-on skills to improve patient outcomes,” said AngelAnn Smith, Tuality Healthcare Clinical Education Specialist.

Tuality Healthcare’s Clinical Education team plans to use the new manikin in classrooms and on hospital floors, primarily for clinical training and new employee onboarding.

Funding for the \$6,000 training tool came from the Tuality Healthcare Foundation. “The Foundation is happy to support Clinical Education with this new piece of equipment,” said Cece Clitheroe, Tuality Healthcare Foundation Community Engagement Executive. “Our goal is to help provide the best possible training for our employees and this piece of equipment will do just that.”

Cascadia rising

On June 7, 2016, a simulated magnitude 9.0 earthquake hit Tuality Healthcare. After a “code triage” was called over the intercom, employees rushed to the command center that had been established, ready to respond. The exercise, titled “Cascadia Rising,” involved numerous agencies from government, health care, public safety, emergency services and public utilities throughout the metro area.



The objective was to organize Tuality staff so they could communicate and prepare for the management of a large patient surge in the event of a real earthquake. Mock patients were triaged in the emergency department and prioritized according to the severity of their injuries. Patient transport was also strategized during the simulation—in the event of a real incident, transportation would be a crucial resource for the hospital to ensure that patients with more severe injuries, or those unable to be admitted due to capacity, could be safely taken to another hospital for care.

Each staff member had a role in the exercise that fit within the federal government’s Incident Command System. To mimic a real response effort, simulation participants functioned as incident commanders, operations, planning, logistics and finance—roles that, for many of them, were outside of their comfort zones. Adaptability is crucial during an actual emergency where the procurement of water, food, medical supplies, and rooms for patients would be an ongoing challenge.

Members of Tuality’s Emergency Preparedness Committee have taken what they learned from the exercise to assess the organization’s strengths and areas needed for improvement in the event of a large-scale emergency situation, and continue to refine processes and procedures to stay prepared as efficiently and effectively as possible.



Community benefit summary

	FY 15	FY 16
Cost of free care for low-income community members	\$2.8 million	\$2.8 million
Cost of free community sponsored programs	\$3.6 million	\$4.3 million
Unpaid cost of government-insured community members (Medicare, Medicaid, Oregon Health Plan)	\$28.3 million	\$31.2 million
Total	\$34.7 million	\$38.3 million
Tuality Healthcare Net Revenues	\$171.1 million	\$133.1 million

Fiscal Year 2016 (October 2015 through June 2016) — State CBR-1 Report



Tuality Healthcare
335 S.E. 8th Ave.
Hillsboro, OR 97123
503-681-1136



**TUALITY
HEALTHCARE**
An OHSU Partner

OHSU and Tuality Healthcare accept most health plans.
OHSU and Tuality Healthcare are equal opportunity,
affirmative action institutions.