

## HELPING PEOPLE WHO CAN'T PAY



*Tish Bennett helps patients get charity care and other forms of financial assistance, including MedAssist and Project Access.*

"I see the struggles of the patients and families who come to us for care. With the economic downturn, people who just a year ago had good jobs, homes and insurance now qualify to receive services free of charge from our hospitals. I am blessed to provide these families with a little hope. I tell them not to worry, we are here to help." —Tish Bennett, financial counselor

**\$24 million** of charity and financial assistance was provided in 2010. Emergency and other medically necessary care are eligible for charity adjustments.

**54,508 patient visits** at Salem Hospital were covered by financial assistance, with **66 percent** covered 100 percent. **5,372 visits** at West Valley Hospital were covered, with **52 percent** covered at 100 percent.

This report produced by Salem Health, P.O. Box 14001, Salem, OR 97309-5014. Questions? Call 503-561-5269 or email [cr@salemhealth.org](mailto:cr@salemhealth.org)



*Maribel Mendez teaches the six-week Tomando Control de su Salud course, the Spanish-language version of Living Well with Chronic Diseases. More than 60 students participated last year.*

## The Community Health Education Center

"My former students tell me they use their new skills to help their entire family. Helping future generations be healthy, now that truly makes a difference." —Maribel Mendez, bilingual health educator

More than **43,000 people** took advantage of the Community Health Education Center last year. Our staff provides free health education to more than 700 individuals on a drop-in basis. We held more than **800 classes** and events.

The center is a community resource that aims to empower patients, families and visitors to take control of their health and make informed decisions about their care.

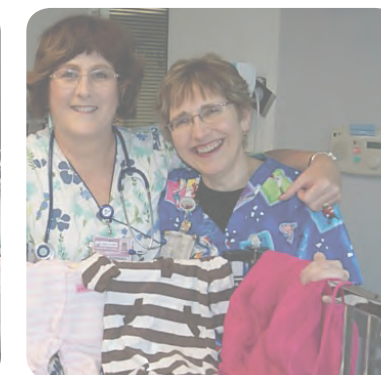
# COMMUNITY BENEFIT REPORT 2010



### The 2010 Community Benefit Report

celebrates the inspired actions of our dedicated staff to give back to the community we serve and make a difference.

Learn more about how Salem Hospital and West Valley Hospital supported our communities.



*"I am only one, but I am one. I cannot do everything, but I can do something. And I will not let what I cannot do interfere with what I can do."*

—Edward Everett Hale, author, clergyman, historian, 1822–1909



# “NURSES GIVE BACK” PROJECTS

*“They were very appreciative and thankful for the work we did.”  
—Rick Kendall*



*Sandy Shore of Salem Hospital with one of the gardens planted by hospital employees.*

Something amazing happened last year during national Nurses Week. We didn’t provide our usual small recognition gifts to the nursing staff. That’s because they asked us not to. Instead, they wanted to use those funds to give back to the community.

Twenty-five teams throughout Salem Health designed projects to meet community needs,

requested funding, and carried out the projects, including volunteering their time.

The effort, called Nurses Give Back, contributed more than **\$20,000** to the community.

One project occurred at Marion Polk Food Share, which serves both Marion and Polk Counties. The team spent \$500 on gardening equipment and planted vegetable gardens for the food bank. “They were very appreciative and thankful for the work we did,” said Rick Kendall, informatics coordinator. “We left with a resounding feeling that what we did returned a lot of satisfaction to the community and to us.”

Other projects included \$600 and volunteer time to Habitat for Humanity; training and materials on nutrition and fall prevention at the South Salem Senior Center; \$1,350 to Simonka House for clothing, toiletries and bus passes; \$2,750 to the Salem Free Clinic for an automated electronic defibrillator and blood-testing equipment; and \$750 from West Valley Hospital donated to the Dallas Emergency Food Corp. and Sable House.

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## CARING FOR OUR COMMUNITY

*Caring for our community means understanding its needs and being actively involved. Salem Health collaborates with community partners to serve those who depend on us for healthcare. Our investments in talent, services and outreach benefit the mid-Willamette Valley.*

### Healthcare for people unable to pay

Every year, Salem Health provides needed healthcare to people for whom the reimbursement, if any, does not cover the cost of providing services. Without Salem Health, many of these patients would go without treatment. In 2010, Salem Health provided **\$89.7 million** in unreimbursed healthcare services. This community benefit was distributed as follows:

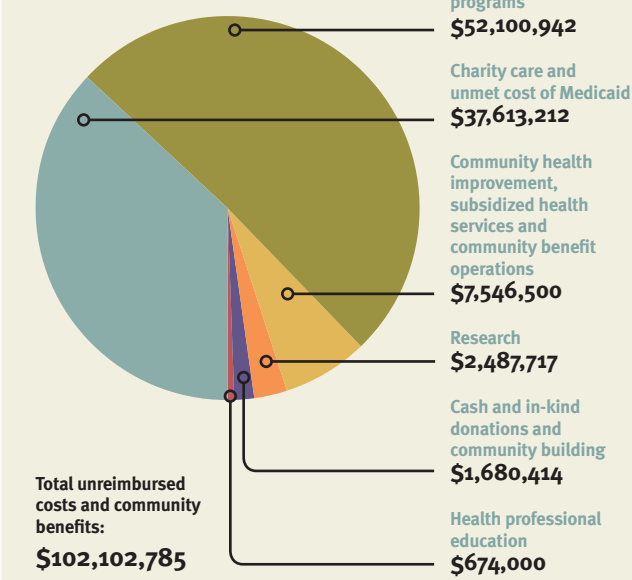
- **Charity care:** The cost of treating uninsured or underinsured community members who could not afford healthcare totaled **\$24 million**.
- **Medicare:** The government underpaid Salem Health by **\$47.3 million** for the cost of providing care to Medicare patients.
- **Medicaid:** The government underpaid Salem Health by **\$13.6 million** for the cost of providing care to Medicaid patients.

### Community services

As the largest healthcare provider in the mid-Willamette Valley, Salem Health actively participates in community health-improvement services. In 2010, Salem Health gave **\$5.2 million** for unfunded or underfunded health services that typically would not be available to the community if Salem Health did not provide them.

These services include improving access to care through physician recruiting, community health education and prevention programs. Salem Health has an active speakers bureau and provides health lectures to community groups, free of charge. Health screenings, support groups and education classes

### COMMUNITY BENEFITS, FISCAL YEAR 2010



Source: Data from Salem Hospital and West Valley Hospital community benefit reports filed with the state of Oregon for Oct. 2009–Sept. 2010.

are offered on an ongoing basis. In 2010, people benefitted more than **404,000 times** from Salem Health-sponsored activities aimed at improving health and well-being.

### Cash and in-kind donations by Salem Health

Salem Health provides cash and in-kind donations to community programs such as MedAssist and Salem Free Clinic. In 2010, Salem Health gave more than **\$1 million** in support of these and other health programs.

A more in-depth look at Salem Health’s community benefit can be found online at [salemhealth.org/community](http://salemhealth.org/community).