



GRANDE RONDE HOSPITAL
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Grande Ronde Hospital
900 Sunset Drive
La Grande, OR 97850

FISCAL YEAR

2010

Community Benefit Report



Healthy people. Healthy communities.
Healthy world.

Healthy people, healthy community,

The intangible something that makes Grande Ronde Hospital (GRH) truly special does not get added to a spreadsheet or listed on physicians' orders—it's most clearly revealed by the nearly 600 dedicated members of the GRH family, who do their part to keep the organization functioning at its best. • You can see it in our physicians, nurses, technicians and clinicians who perform the procedures and testing, change the dressings, and prepare the medications. And in those who wash mountains of laundry, keep our facility and instruments spotless and sterile, and monitor our systems—from the electronic to the environmental. • Seven days a

week, 365 days a year, someone comes in before daylight to prepare a delicious and nourishing soup for patients and staff who rely on lunch being ready when they are. After dark, another person is working late to put the finishing touches on tomorrow's agenda so a meeting can run flawlessly and work can flow efficiently.

It takes all of us working together to keep you well and our community healthy. We're passionate about providing the best health care we possibly can to everyone who walks through our doors. And sometimes, we get to take that passion right out into the community we live in.

For a healthy future

The health of our community's children is especially important. It's the reason why, for many years, Grande Ronde Hospital's Children's Clinic has offered free Friday

morning clinics for all children whose parents are without health insurance. We also support healthy activities for all children through financial sponsorship of and donations to swim teams, county soccer leagues, youth baseball, 4-H, Future Farmers of America and so many more over the years that there isn't room to list them all.

Keeping us all connected

With our seniors in mind, our Community Benefit Committee contributed significantly to the first medical access bus route that makes stops not only at Grande Ronde Hospital, but also at several pharmacies and physicians' offices. Those who can't or don't want to drive now have reliable, inexpensive transportation for all their health care appointments.

Grande Ronde Hospital also provides free health

education in the form of classes and support groups for everything from learning to love your heart—a special course for people with chronic heart failure—to how to deliver and care for a new baby.

We also provide speakers on a variety of topics, including ostomy support and diabetes education. The hospice volunteers and staff from our home care service department provide respite care for families coping with terminal illness and provide grief counseling and support for those coping with loss.

Committed to health for all

Whatever the health care need, no matter what the ability to pay, Grande Ronde Hospital is dedicated to caring for everyone who asks and anyone who needs it. Our passion for making communities healthier has even taken

COMMUNITY BENEFIT COMMITTEE

Our Mission

The Community Benefit Committee, in support of Grande Ronde Hospital's Mission and Vision, strives through collaborative efforts with other not-for-profit, community-focused organizations, to identify and support the priority needs of Union County with an emphasis on the underserved.

FISCAL YEAR 2010 COMMUNITY BENEFIT REPORT is published as a community service for the friends and patrons of GRANDE RONDE HOSPITAL, 900 Sunset Drive, La Grande, OR 97850.

Jim Mattes President/CEO

Wendy Roberts Senior Director of Administrative Services, Community Benefits Officer

Mardi Ford Community Relations Manager, Editor

Information in the FISCAL YEAR 2010 COMMUNITY BENEFIT REPORT comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

Models may be used in photos and illustrations.

From our family to yours

Grande Ronde Hospital's mission is to ensure access to high-quality, cost-effective health care services in a safe and customer-friendly environment for all those in need.

This mission isn't just words on a page to us—it's personal. Every member of our staff, our volunteers and our Board of Trustees has been asked to take this mission to heart and to contribute to its success. The people who make up Grande Ronde Hospital are your neighbors and friends. We come to work to care for you and other members of our community, and that makes this hospital as much yours as it is ours—a community-owned health system.

Almost 600 employees and physicians and dozens of volunteers work hard every day to ensure we meet or exceed your expectations. They are not only highly skilled and experienced; they are also dedicated to providing you with compassionate and competent care. Our goal is to excel at delivering quality medical services and to maximize the care that can be delivered in our community. We are a national leader in the provision of rural health services and technology that go well beyond what you would expect to find in most rural communities. In short, we are dedicated to improving the health of our own community.

One of the best things about being a community health system is the work we do that goes beyond the doors of our hospital and clinics. We volunteer, we give back and we invest ourselves in the community we live in. We are dedicated to serving our community and are proud to present you with our 2010 Community Benefit Report.

Jim Mattes
Jim Mattes,
 President/CEO



healthy world

us beyond the borders of Union County. More than once, one of our physicians has taken his skills to the front lines of war, knowing that his teammates will carry the load while he's gone and that the hospital supports his service wholeheartedly.

On the back page you will meet another of our physicians who took his skills to an orphanage and the poor communities of Bangladesh. Grande Ronde Hospital was proud to send much needed medical supplies with him.

We are so pleased to share the stories behind the scenes in our 2010 *Community Benefit Report*. We are proud to share with you that from May 1, 2009, to April 30, 2010—our 2010 fiscal year—Grande Ronde Hospital donated a total of \$3,309,806 to the communities we serve.

These funds were either in the form of charity care for those who could not pay their medical bills or through financial contributions and in-kind donations. This meant that thousands of people from our community who needed medical care but could not pay for it received the best care we offer, all thanks to our charity care program.

This report is about all of us—the people who need care and those who offer it.

Community benefit report Fiscal year 2010

COMMUNITY BENEFITS BY CATEGORY

Direct charity care	\$2,295,908
Unreimbursed Medicaid	\$348,671

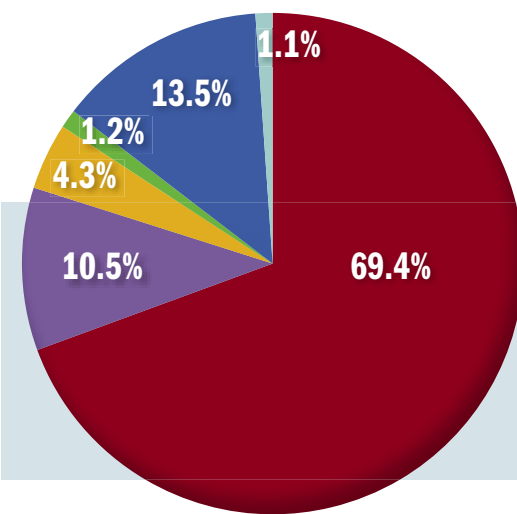
Total charity care and means-tested government programs **\$2,644,579**

Community health improvement	\$142,160
Health profession education	\$38,249
Subsidized health services	\$448,240
Cash and in-kind donations to community groups	\$36,578

Total other benefits **\$665,227**

TOTAL COMMUNITY BENEFITS **\$3,309,806**

Note: All benefits are presented at cost.



Partnership grants

- Community Benefit Medical Transit Loop
- Sparrow Clubs, USA
- Union County CASA
- Think Link
- Special Olympics Oregon-Union County
- Union County Red Cross

In-kind donations

- Bangla Hope medical mission
- La Grande High School Senior Class Substance-Free Graduation Event
- Union High School Class of 2010 Substance-Free Grad Night
- Community Connections of Northeast Oregon Food Bank

Community health improvement services

- American Heart Association health care provider CPR certification and recertification classes
- Free Children's Clinic
- Childbirth education classes
- Growing Through Grief support group
- *Health Scene* community newsletter
- Health care student training and shadowing
- Healthy Options community calendar
- Transfer training
- Trauma Team Talks Tough program
- Diabetes support group

- 69.4% Direct charity care
- 10.5% Unreimbursed Medicaid
- 4.3% Community health improvement
- 1.2% Health profession education
- 13.5% Subsidized health services
- 1.1% Cash and in-kind donations to community groups



GRANDE RONDE



Photo credit: *The Observer*, July 28, 2010

The Medical Access Loop passes close to the Department of Human Services building on Gekeler, the Department of Veterans Affairs outpatient clinic on 12th, the Sunset Drive physicians' offices and Grande Ronde Hospital (GRH). Other medical facilities along the route include the GRH Regional Medical Clinic and Obsidian Urgent Care.

Thank you

"On behalf of Union County CASA (Court Appointed Special Advocates), I would like to thank the Grande Ronde Hospital Community Benefit Committee for their generous grant. We are so very grateful for the support of your organization. Union County CASA staff is dedicated to finding and training professional volunteers to advocate for the best interests of abused and/or neglected youth in our area. It is with the help of community partners such as yourself that our program is able to impact the lives of so many children."

—Amy Winter,
Union County CASA



"For a long time, plans were in the works to create a loop that runs by local medical facilities. The Grande Ronde Hospital [Community Benefit Committee] gave us a \$16,000 grant. They really helped us get it started." —SHALEM O'ROURKE, COMMUNITY CONNECTIONS

Around the valley, around the world

“Special Olympics Oregon–Union County serves 76 local athletes with intellectual disabilities on a year-round basis, providing them with opportunities to experience training and competition in a variety of seasonal sports. The athletes involved with Special Olympics typically have difficulty having their physical fitness and social needs met through general community offerings. Many of our athletes state that without Special Olympics, they would have absolutely nothing to do outside of home. Individuals with intellectual disabilities have a 40 percent greater risk of preventable secondary health conditions, such as obesity, poor fitness and nutritional deficits.”

—DOUG TRICE, SPECIAL OLYMPICS OREGON–UNION COUNTY



Special Olympics Oregon–Union County coordinator and coach Doug Trice (left) presents Grande Ronde Hospital representatives Wade Weis, chief financial officer, and Wendy Roberts, community benefit officer, with a plaque and certificate of appreciation for supporting the program, along with coach Barb Johnson and athletes Charlie Page and Terry Bolkan.

“Thank you again for the Grande Ronde Hospital’s grant...to purchase four infant manikins for safety education classes in Union County. Previously, Union County classes teaching infant and child CPR had to rely on borrowed manikins.... Transportation costs and limited availability hampered our ability to bring life-saving skills to Union County residents. The Grande Ronde Hospital grant has helped us overcome these challenges. Since purchasing the manikins, we have trained nearly 150 people.”

—MAREE WACKER, AMERICAN RED CROSS



The Oregon Trail Chapter of the American Red Cross hoped to acquire four infant manikins for CPR training, in order to expand the chapter’s ability to teach life-saving skills to parents, teachers, caregivers and others who work with children or are responsible for infant care. Young teens in our community are able to learn babysitting skills from the American Red Cross thanks to a grant from Grande Ronde Hospital.

Sparrows soar at La Grande High School

Grande Ronde Hospital (GRH) was first approached by Linda and Brian Buckingham last winter about sponsoring a new program at La Grande High School.

The Sparrow Club program is directed by students and facilitated by teachers and advisors. Each school year, students choose a “Sparrow”: one of their peers who is in medical need and whose family, even if they have insurance, is financially strained by the experience. As a sponsor, GRH donated funds to the program to be earned by students as “Sparrow Bucks” for volunteering and community service. The funds are then donated to help the Sparrow’s family.

As La Grande High School’s first Sparrow, Sam Werner knows that his classmates are working to help him fight cancer. The donation means financial help for the Werner family, and Werner’s classmates and peers learn about service and giving back. Last spring, the high school held an assembly to launch its new program and the initial project, Sparrow for Sam.



From left: Jamie Werner, father of LHS Sparrow Sam Werner; Mandy Treanor, La Grande High School’s activities director; Jeff Leeland, executive director of Sparrow Clubs USA; Wendy Roberts, Grande Ronde Hospital’s community benefit officer; and Sparrow Club advocates Brian and Linda Buckingham, of La Grande

Care that crosses oceans



Lewis Baynes, MD, traveled to Bangladesh to offer medical care to orphans and others in need.



Food bank donation: People helping people

In May 2009, Grande Ronde Hospital hosted an open house and ribbon-cutting event at the new Regional Medical Clinic at 506 4th St. in La Grande.

During the planning phase, unemployment in Union County was at an all-time high, so it was determined the hospital would make a \$4 food bank donation for every person who attended the clinic’s grand opening.

At the end of the event, we tallied up that 239 people had attended and rounded the number to make a total donation of \$1,000.

Members of the Regional Medical Clinic staff meet with the food bank distribution manager for Community Connection of Northeast Oregon, Carmen Gentry (third from left) to donate \$1,000 toward Union County food banks.

