

Legacy Meridian Park Medical Center, Fiscal Year Ended 3/31/15
Optional Supplemental Information

1. Describe how the organization assesses the health care needs of the communities it services.

Legacy Meridian Park Medical Center participated with the 14 other hospitals, four public health departments and two Coordinated Care Organizations in the metro four county area regional Healthy Columbia Willamette Collaborative Community Health Needs Assessment (CHNA) which was used as a base for the Legacy Meridian Park Community Health Needs Assessment. The regional CHNA obtained information from the community through a variety of venues—surveys and interviews with public health, tribal, regional, state or local health or other departments as well as medically underserved, low income and minority populations and those with chronic disease needs; a review of community engagement/needs assessment projects; and community listening sessions with uninsured and/or low-income community members from diverse culturally-identified and geographic communities. The following lists the organizations surveyed or interviewed:

Adelante Mujeres
Adventist Medical Center
Affordable Community Environments
African American Health Coalition
African Partnership for Health
Albertina Kerr Centers
American Cancer Society, Cancer Action Network, Oregon State
American Cancer Society, Cancer Action Network, Washington State
American Diabetes Association of Oregon & SW Washington
American Lung Association of the Mountain Pacific
American Medical Response
Asian Health and Service Center
Area Agency on Aging and Disabilities of SW Washington
Asian Pacific American Network of Oregon
Basic Rights Oregon
CareOregon
Cascade AIDS Project
Catholic Charities of Oregon
Catholic Charities of Oregon, El Programa Hispano
Catholic Community Services of Southwest Washington
Causa
Centro Cultural
Children's Home Society of Washington
Children's Center
Children's Community Clinic
Children's Health Alliance
City of Wilsonville, Community Center
City of Portland Office of Equity & Human Rights, New Portlander Programs
City of Portland, Office of Neighborhood Involvement, Community and Neighborhood Involvement
City of Portland, Office of Neighborhood Involvement, Diversity and Civic Leadership Program
Clackamas County Area Agency on Aging
Clackamas Service Center
Clackamas County Department of Health, Housing and Human Services

Clackamas County Department of Health, Housing and Human Services, Public Health Division
Clark College, Corporate and Continuing Education
Clark County Community Services
Clark County Public Health
Coalition of Community Health Clinics
Columbia River Mental Health Services
Community Action Organization of Washington Cty
Confederated Tribes of Siletz Indians, Portland
Council for the Homeless Clark County
Cowlitz Family Health Center
Cowlitz Indian Tribe
Disability Rights Oregon
Educational Service District 112 Clark (WA)
Emmanuel Community Services
Familias En Acción
FamilyCare Health Plans
Free Clinic of Southwest Washington
Filipino-American Association of Clark County
Future Generations Collaborative
Health Share of Oregon
Healthy Oregon Partnership for Equity Coalition
Human Solutions, Inc.
Impact NW
Immigrant and Refugee Community Org
Inclusion, Inc.
Independence Northwest
Independent Living Resources
Iraqi Society of Oregon
Janus Youth Programs
Kaiser Permanente NW
Latino Learning Community
Latino Network
Legacy Health
League of United Latin American Citizens, SW WA Council #47013
Los Ninos Cuentan
Luke-Dorf, Inc.
Mentor Oregon Brokerage, Metro
Metropolitan Family Service
Multnomah County Aging and Disability Svs.
Multnomah County Health Department
Multnomah County Mental Health and Addiction Services
Natl. Alliance on Mental Illness-Clackamas Cty
Natl. Alliance on Mental Illness-Clark County
Native American Youth and Family Center
Natl. College of Natural Medicine
National Indian Child Welfare Association
New Heights Physical Therapy Plus
North by Northeast Community Health Center
NorthWest Tribal Epidemiology Center
Northwest Health Foundation
NW Indian Veterans Association, Portland and Vancouver

Oregon College of Oriental Medicine
Oregon Department of Human Services
Oregon Health and Sciences University
Oregon Health and Science University, Oregon Office on Disability and Health
Oregon Health Authority, Office of Equity and Inclusion
Oregon Health Authority, Public Health Division
Oregon Health Equity Alliance
Oregon Public Health Institute
Oregon Latino Agenda for Action
Oregon Public Health Institute
Organizing People, Activating Leaders
PeaceHealth SW Medical Center
Project Access NOW
Providence Health & Services
Q Center
Regional Health Alliance Clark (WA)
Sea Mar Community Health Centers
Second Step Housing Clark County
Self Enhancement, Inc
Sí Se Puede Oregon
Susan G. Komen for the Cure, Oregon and SW
SW WA Behavioral Health, Regional Support
Tuality Healthcare
Tuality Healthcare, ¡Salud! Services
United Way of the Columbia-Willamette
Upstream Public Health
Urban League of Portland
Virginia Garcia Memorial Health Center
Washington County Healthy Start
YMCA of Columbia-Willamette
Washington State Department of Health

2. Describe how the organization informs and educates patients and persons who may be billed for patient care about their eligibility for assistance under federal, state, or local government programs or under the organization’s charity care policy (financial assistance policy).

Legacy Meridian Park employs financial counselors and social workers that assist patients in obtaining coverage for their healthcare needs. This includes assistance with workers compensation, motor vehicle accident policies, COBRA, veterans’ assistance, Legacy Meridian Park’s financial assistance program, and public assistance programs, such as Medicaid.

The criteria for financial assistance under Legacy Meridian Park’s program is determined based on eligibility for insurance coverage, household income, qualified assets, catastrophic medical events, or other information supporting a patient’s inability to pay for medically necessary services provided. Specifically, the Legacy Meridian Park Financial Assistance Program provides an uninsured discount of 35% to patients who have resided within Legacy Meridian Park’s primary service area for a period of six months, are uninsured for hospital care, and have a household income of less than \$100,000 annually. Further discounts are available for patients, on a sliding scale, whose household income is less than 400% of the federal poverty level or

roughly \$97,000 for a family of four in Portland, Oregon. For patients whose household income is at or below 200% of the federal poverty level, a full subsidy is available. In addition to the household income criteria, the patients' qualified assets (e.g. 25% of household assets), and other catastrophic or economic circumstances are considered in determining eligibility.

In addition to financial counselors and social workers, Legacy Meridian Park makes every effort to communicate its Financial Assistance Program to all patients. This includes signage in main admitting areas of each hospital and brochures explaining financial assistance in all patient care areas, as well as in appropriate languages. Financial counselors are available to assist patients in understanding and applying for available resources, including the Legacy Meridian Park Financial Assistance Program. Legacy Meridian Park's website also has information about the availability of financial assistance. Legacy Meridian Park offers financial assistance customer service Monday through Friday, as well as the availability of voice mail so patients can leave confidential, detailed messages during non-business hours. Finally all of Legacy's billing statements include information regarding the availability of financial assistance. If Legacy Meridian Park requires the use of a collection agency, those agencies are required to provide a telephone number that patients can call to request financial assistance.

Annual education is provided to all billing and admitting staff so they can be kept informed of and speak with knowledge about current financial assistance policies and options. Legacy Meridian Park provides copies of the latest policies in main admitting areas, as well as through newsletters and other publications.

Since 2008, the four county metro area health delivery systems (encompassing all hospitals in the area) and safety net clinics have partnered to establish a seamless, coordinated program to provide care for the low income uninsured, Project Access NOW. This program enables low income uninsured patients to receive continuity of care in earlier stages of acuity due to the collaboration among 2800 providers and all health systems.

3. Describe the community the organization serves, taking into account the geographic area and the demographic constituents its serves.

Legacy Meridian Park is located in Clackamas County across the street from Washington County—where a significant proportion of patients live. The primary service area includes the fast-growing communities of Tualatin, Tigard, Wilsonville, Sherwood, West Linn, Canby and Lake Oswego. The radius is predicated on the assumption that this includes approximately 80 percent of the hospital's discharges. Primary service area zip codes include: 97002, 97013, 97032, 97034, 97035, 97036, 97045, 97062, 97068, 97070, 97071, 97140, 97223 and 97224.

The Legacy Meridian Park primary service area included 529,878 people in 2014 estimated with 4.7 percent growth projected between 2014 and 2019. The majority lives in Washington and Clackamas Counties which showed a 2013 estimated population of 943,259. The primary service area contains 24.6 percent of the four county population.

By ethnicity and race, in 2014 the Legacy Meridian Park primary service area was 76.8 percent non-Hispanic white, 13.3 percent Hispanic, 1.2 percent African American, 4.7 percent Asian and Pacific Islander, 2.9 percent bi-racial, .1 percent other race and .5 percent Native American. Speaking a language other than English at home has increased significantly, particularly in Washington County where 23.3 percent of the population falls into this cohort—as compared to 11.6 percent in Clackamas County. Spanish is the most common language spoken with Vietnamese and Chinese also prevalent. Specific geographic areas are experiencing significant

growth in the Slavic population—the far southern metro area south of the Clackamas County border in Woodburn. Slavs are counted in the non-Hispanic white population, but they have distinct cultural identity and their socioeconomic indicators are generally lower than the other non-Hispanic white population.

Clackamas County’s median household income (mhi) average 2008-2012 was \$63,951 with 9.7 percent of the families living below poverty. This compared to Washington County’s mhi average at \$64,375 with 10.9 percent below poverty. Enormous disparities exist disaggregating by race and ethnicity as evident in the following table.

	Clackamas MHI	Clackamas % below Pov.	Washington MHI	Washington % below Pov.
All	\$63951	9.7%	\$64375	7.9%
Non-Hispanic White	\$64821	8.4%	\$66708	5.4%
Hispanic/Latino	\$47844	22.0%	\$42588	23.9%
Asian	\$76404	6.3%	\$79486	7.3%
Black/African American	\$47545	26.9%	\$59463	14.7%
Native Hawaiian/Pacific Islander	\$62162	8.6%	\$54787	2.8%
Bi-racial	\$52720	16.9%	\$64275	10.6%
American Indian/Alaska Native	\$34258	27.0%	\$45706	26.8%

The Dignity Health and Truven Health Community Needs Index (CNI) is accepted as the national standard in identifying communities with health disparities and comparing relative need. Legacy Meridian Park’s community health focus is the highest Community Needs Index zip codes in its area which include: 97223-Tigard, 97224-Tualatin, 97013-Canby and 97071-Woodburn.

Southwest Clackamas County includes a Medically Underserved Areas (MUA)—beyond the primary service area. Clackamas County Health Department Clinics are FQHCs, but are located across the Willamette River in areas further from Legacy Meridian Park. A volunteer staffed safety net clinic in Oregon City opened in 2012. Legacy Medical Group Clinic in Canby is a designated Rural Health Center. One volunteer staffed safety net clinic, now under the umbrella of SW Community Health Center, is located in central Washington County; Legacy provides a financial donation and board representation to the center. A faith based volunteer clinic opened in late 2014 near Legacy Meridian Park. FQHCs are located in central and west Washington County--Virginia Garcia Memorial Health Clinic (multiple sites) and Neighborhood Health Center. Tigard High School has a school-based health center; the furniture was donated by Legacy.

4. Describe how the organization’s community building activities promote the health of the communities the organization serves.

The Legacy Health Board is comprised of community and business leaders as well as representatives of the medical staff. The Legacy Meridian Park medical staff is open, with physicians submitting credentialing information reviewed according to Legacy Meridian Park policies and standards.

Legacy Meridian Park/Legacy Health collaborates with other health care providers, community-based organizations, business and the public on projects to improve the health of the

community.. Non-cash donations of resources include clinical and non-clinical services and items, e.g., screenings and support services, internships, information and referral services and health fairs. Legacy's warehouse is open to nonprofit organizations to obtain surplus equipment and furniture. In addition, conference room space is made available at no charge to local nonprofits for Board and community meetings.

Clinical staff is involved with local communities through many child safety programs. In 1986, nurses in the sister Legacy Emanuel Medical Center's Level I Trauma Center developed the Trauma Nurses Talk Tough (TNTT) program. The American Hospital Association awarded the TNTT program its NOVA Award. In addition, Legacy staff members conduct free checks to show parents how to properly install car seats. Last year, Legacy staff fit and sold more than 8,000 bicycle helmets to children at a nominal or no fee based on need. Legacy staff members also provide new parents with training to reduce the incidences of shaken baby syndrome and a Safety Store sells child protection devices for the home at nominal charge.

5. If the organization is part of an affiliated health system, describe the respective roles of the organization and its affiliates in promoting the health of the communities served as well as any community benefit provided on behalf of the hospital.

Legacy Meridian Park is a subsidiary of Legacy Health (Legacy). Legacy is an integrated health system based in Portland, Oregon and primarily operates five acute care hospitals and related services (e.g., physician practices, hospice, preferred provider network) in the four county metro area of Portland and SW Washington.

In 1998, the Legacy Health Board approved a \$10 million Community Health Fund from operating revenue to address major community health issues. About \$500,000 annually has been granted to community-based projects addressing racial and ethnic inequities and root causes. These dollars are in addition to the system's generous charitable contributions. The Community Health Fund has provided 47 grants since 1998 totaling over \$7.8 million. An example provided in the Legacy Meridian Park service area was the three-year, \$128,298 grant providing rent subsidies for low income families to meet rental fees and support needs such as transportation, health and mental health needs.

In 2010, Legacy Health established the Health Literacy initiative. Communication with patients such that patients both understand AND can act on the information required of and provided to them is critical to their health outcomes. Patients must use information to navigate the health system (complete insurance and government forms, sign consents, schedule appointments), manage diseases and acquire preventive screenings. Providers (defined as all staff interacting with or developing materials used by patients) are responsible for ensuring that patients can act on the information provided. Between 2012 and 2015, funded by the Community Health Fund, Legacy Health hosted an annual Oregon and SW Washington Health Literacy Conference—500 people from 80 organizations attending each. Legacy Health is the recognized leader in moving health literacy forward both in the health delivery system and broader community.

In 1999, recognizing that education, employment and income inequities exist for communities of diversity, and that health professions are lacking in diversity, Legacy established the Youth Employment in Summer program. Fifteen African American, Hispanic and Native American youth receive paid summer employment in departments where they work with health professionals and college scholarships between \$2500 and \$5000 annually. Students remain in the program as long as they remain in school and pursued health careers. Some students

remain in the program as long as seven years—graduating with imaging tech degrees, bachelor degrees in nursing, etc. The vast majority of the students are the first in their families to go to college.

In addition to the Community Health Fund, Legacy provided cash donations to local health and human service, education, economic development and civic organizations. Donations focus on organizations with year-round relationships through programs and board representation—specifically focused organizations addressing disparities. A few examples include the Community Action Organization of Washington County, Vision Action Network and the SW Community Health Center--Hillsboro.

The following summarizes the community benefit provided at other Legacy affiliated entities, other than Legacy Meridian Park:

	<i>All Other Legacy Affiliates</i>			
	Patient encounters	Total community benefit expense	Direct offsetting revenue	Net community benefit expense
Charity care at cost		22,772,426		22,772,426
Unreimbursed costs of public programs		388,764,127	253,716,088	135,048,039
Medicaid		450,345,589	404,328,342	46,017,247
Medicare		12,898,100	10,476,841	2,421,259
Other public programs				-
Community health improvement services		6,866,448	5,755,753	1,110,695
Research	n/a	3,556,144		3,556,144
Health professions education	n/a	19,559,250	6,941,044	12,618,206
Subsidized health services	n/a			-
Cash and in-kind contributions to other community groups	n/a	1,290,058		1,290,058
Community building activities	n/a	1,116,522		1,116,522
Community benefit operations	n/a			-
Totals		907,168,664	681,218,068	225,950,596