

Adventist Health Tillamook

2019 Community Plan Update/Annual Report

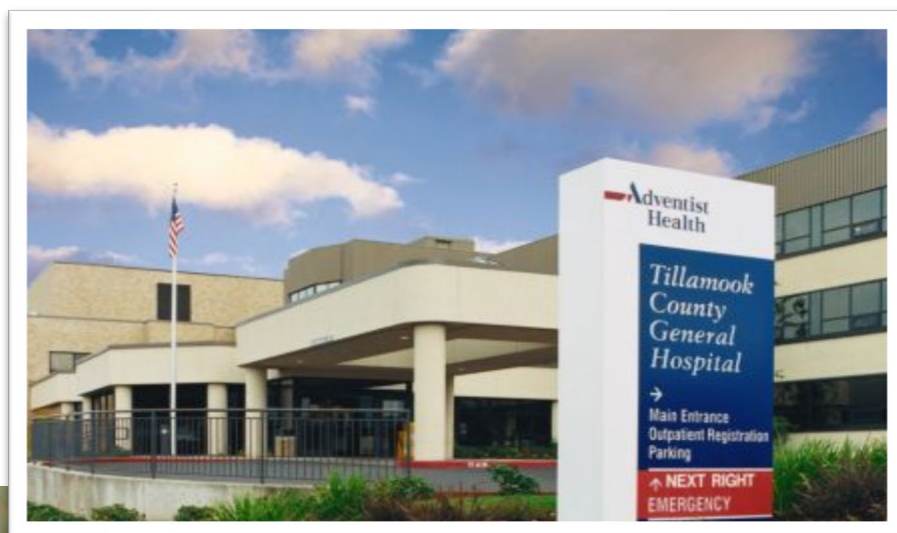


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Adventist Health Overview

Tillamook Regional Medical Center is an affiliate of Adventist Health, a faith-based, nonprofit integrated health system serving more than 80 communities on the West Coast and Hawaii.



OUR MISSION:

Living God's love by inspiring health, wholeness and hope.

OUR VISION:

We will transform the health experience of our communities by improving health, enhancing interactions and making care more accessible.

Adventist Health entities include:

- 21 hospitals with more than 3,200 beds
- More than 280 clinics (hospital-based, rural health and physician clinics)
- 13 home care agencies and seven hospice agencies
- Four joint-venture retirement centers
- Compassionate and talented team of 35,000 associates, medical staff physicians, allied health professionals and volunteers

We owe much of our heritage and organizational success to the Seventh-day Adventist Church, which has long been a promoter of prevention and whole person care. Inspired by our belief in the loving and healing power of Jesus Christ, we aim to bring physical, mental and spiritual health and healing to our neighbors of all faiths. Every individual, regardless of his/her personal beliefs, is welcome in our facilities. We are also eager to partner with members of other faiths to enhance the health of the communities we serve.

Our commitment to quality health care stems from our heritage, which dates back to 1866 when the first Seventh-day Adventist health care facility opened in Battle Creek, Michigan. There, dedicated pioneers promoted the "radical" concepts of proper nutrition, exercise and sanitation. Early on, the facility was devoted to prevention as well as healing. They called it a sanitarium, a place where patients—and their families—could learn to be well.

More than a century later, the health care system sponsored by the Seventh-day Adventist Church circles the globe with more than 170 hospitals and more than 500 clinics, nursing homes and dispensaries worldwide. And the same vision to treat the whole person—mind, body and spirit—continues to provide the foundation for our progressive approach to health care.



Letter from the President

Dear Friends,

As we charge into 2020 we have the opportunity to reflect on the success of 2019. Serving our community, our friends and our family is our passion and ties directly to our mission of living God's love by inspiring health, wholeness and hope. Through the Community Health Plan, we have invested time and resources in addressing the most critical healthcare needs our community. Over the last three years of personally working on our community health plan I am proud to say that we have made great strides and the momentum is gaining.

Our key areas of focus from 2016 through 2019 have been:

1. Access to Healthcare
2. Chronic Disease Prevention
3. Behavioral Health
4. Children's Health

In 2019 we were able to continue providing great services to the community and saw a dramatic increase in some key areas, such as, providing healthcare resources to children through our athletic trainer program.

We are also, learning from our ongoing programs and constantly making changes to increase our services. One area where we have had a lot of positive feedback and success is our community paramedic program. We love that we can go into a person's home and help with medical concerns, free of charge. Patients are referred into the program by their doctor and based on the feedback from the community we intend to keep growing services provided by this program.

In 2019 we conducted a new Community Health Needs Assessment (CHNA) which will slightly reprioritize our focus for 2020. We were able to partner with Tillamook County Community Health Centers, Rinehart Clinic & Pharmacy and Tillamook Family Counseling Center as we conducted the new CHNA. We are excited to have such great partners in our communities and hopeful that through alignment we can make a more meaningful impact for the future.

May we be Together Inspired,

A handwritten signature in black ink, appearing to read "Eric Swanson".

Eric Swanson, MBA, FACHE, NRP
President

Hospital Identifying Information



Number of Beds: 25

Mailing Address: 1000 Third Street Tillamook, Oregon 97141

Contact Information: Eric Swanson, President

Joyce Newmyer, Chair, Governing Board

Existing healthcare facilities that can respond to the health needs of the community:

Manzanita Primary, Specialty and Urgent Care
Manzanita , Oregon

Tillamook Medical Plaza
Tillamook, Oregon

Women's and Family Health
Tillamook, Oregon

Bayshore Medical – Pacific City
Pacific City, Oregon

Bayshore Medical – Lincoln City
Lincoln City, Oregon

Community Health Development Team



Eric Swanson, MBA, FACHE, NRP
President



Melody Ayers, CFRE
Philanthropy Director
Community Benefits Contact

CHNA/CHP contact:

Eric Swanson, MBA, FACHE, NRP | 503-815-2106 phone | Eric.Swanson@ah.org

President of Tillamook

1000 Third Street Tillamook, Oregon 97141

Request a paper copy from Administration/President's office. To provide comments or view electronic copies of current and previous community health needs assessments go to: <https://www.adventisthealth.org/about-us/community-benefit/>

Invitation to a Healthier Community

Fulfilling Adventist Health 's Mission

Where and how we live is vital to our health. We recognize that health status is a product of multiple factors. To comprehensively address the needs of our community, we must take into account health behaviors and risks, the physical environment, the health system, and social determinant of health. Each component influences the next and through strategic and collective action improved health can be achieved.

The Community Health Plan (Implementation Strategy) marks the second phase in a collaborative effort to systematically investigate and identify our community's most pressing needs. After a thorough review of health status in our community through the Community Health Needs Assessment (CHNA), we identified areas that we could address through the use of our resources, expertise, and community partners. Through these actions and relationships, we aim to empower our community and fulfill our mission, "Living God's love by inspiring health, wholeness and hope."

Identified Community Needs

The results of the CHNA guided the creation of this document and aided us in how we could best provide for our community and the most vulnerable among us. As a result, Tillamook Regional Medical Center has adopted the following priority areas for our community health investments for 2017-2019:

- Access to healthcare
- Chronic disease prevention (with an emphasis on senior care)
- Behavioral health (with an emphasis on substance abuse treatment)
- Children's health

Additionally, we engage in a process of continuous quality improvement, whereby we ask the following questions for each priority area:

- Are our interventions making a difference in improving health outcomes?
- Are we providing the appropriate resources in the appropriate locations?
- What changes or collaborations within our system need to be made?
- How are we using technology to track our health improvements and provide relevant feedback at the local level?
- Do we have the resources as a region to elevate the population's health status?

Building a healthy community requires multiple stakeholders working together with a common purpose. We invite you to explore how we intend to address health challenges in our community and partner to achieve change. More importantly though, we hope you imagine a healthier region and work with us to find solutions across a broad range of sectors to create communities we all want for ourselves and our families.

2019 Community Benefit Update

In 2016, Tillamook Regional Medical Center, conducted a community health needs assessment and was followed by a 2017 Community Health Plan (Implementation Strategy) that identified the priority needs listed below. The prioritized needs were chosen based on community health data and the voices of our community. Working together with our community is key to achieving the necessary health improvements to create the communities that allow each member to have safe and healthy places to live, learn, work, play, and pray. Below you will find an inventory of additional interventions supporting the health of our communities.

Priority Need - Access to Healthcare

Intervention: Provide uninsured patients with assistance for obtaining health insurance information and/or coverage and access to financial assistance as needed, through clinic care coordinators and financial counselors.

- Number of Community Members Served: 1285

Intervention: Dental Van: Free mobile dental clinic for those in need of urgent dental services.

- Number of Community Members Served: 11

Intervention: Doc Talks: Monthly health seminars on various health topics presented by local health care providers. Talks are located at either local library or at the hospital. Healthy snacks are provided and each talk is recorded by videographer and aired on local access channel and online.

- Number of Community Members Served: 25,000

Intervention: No cost Vaccination Van for adults and children

- Number of Community Members Served: 100

Intervention: No cost prescription drug program.

- Number of Community Members Served: 172

Intervention: Provide Care Coordination Support

- Number of Community Members Served: 518

Intervention: Provide Community Paramedic Services.

- Number of Community Members Served: 351

Intervention: Provided Nurse Navigator service for Oncology patients.

- Number of Community Members Served: 3,000

Partners

- **Medical Teams International**
- **Tillamook County Sheriff’s Office**

2019 Evaluation Metrics

Objective	Baseline	Performance Indicator	Measurement	Data Source	2019 Results
Increase availability and access to health care.	% of persons with health insurance.	100% of persons are insured.	Insurance coverage	Patients	1285
	% of persons with a medical home.	85% of persons assigned to a medical home	Access to a Primary Care Provider	Patients	98.2%
Increase in Urgent Care Utilization	Urgent Care visits	Increase Urgent Care utilization by 5%	Urgent Care visits	EPIC	20,912 UC visits 21.64 % increase
Expand Urgent Care hours	Urgent Care hours at the Plaza	Expand to cover 26 hours/week	Urgent Care hours	Internal	Completed in 2018

Program highlight – The Community’s Paramedic

The Adventist Health Tillamook began its community paramedic program in 2015 and assigned Watts to the position. The program allows Watts to interact with Tillamook County’s most vulnerable, and often marginalized, residents on a daily basis. Watts makes every attempt to match his patients needs with available resources they might otherwise not be aware of or are confused about how to access them. “I take the need to the means and try to keep people from falling through the cracks.”

Anyone can request the community paramedic assistance, and various members of the community refer Watts to new patients. “Medical providers, as well as other medical and public safety agencies might ask me to follow-up on an at-risk patient that might be struggling.” Netarts-Oceanside Fire Chief Tim Carpenter has nothing but praise for the community paramedic program and believes it helps fill a niche in his district. “I think it’s a fantastic program and it really helps those in the community that need assistance, not just emergency assistance.” Chief Carpenter noted that the community paramedic program has helped reduce his department’s emergent responses to non-emergencies and is a more efficient way of helping residents receive the support and assistance they actually require. Additionally, the community paramedic will respond to emergency calls if he is in the area and will initiate care as needed before other first responders arrive.

During his visits, Watts might check blood pressure, blood sugar levels or assess cardiac function with an EKG when required. Watts will answer questions about medications and act as a liaison to help the patient get connected with the appropriate medical provider or services. The visits also allow Watts to assess the living situations of patients, many of whom are elderly and living alone. He will ensure that the environment is clean and safe, and that caregivers are properly caring for patients. “It’s not unusual to see cases of self-abuse and neglect, and so I am able to refer those patients to the appropriate agencies so they can get additional help. In some respects, I am the caregiving police and I am an advocate for my patients.”

Watts often assists his patients with getting their medications and scheduling transportation to medical appointments. Through the community paramedic program, Watts has formed an alliance with the Tillamook Christian Center, which can provide medical equipment to patients that is needed but may not be covered by insurance or Medicare/Medicaid - from walkers to adjustable beds, and many things in between. “I just try to make the medical system a little easier and less daunting for them.”

Watts estimates that at any given time he has 20 active patients and he visits up to five of them every day. Watts has seen as many as 720 patients in a given year. “Many of these people are at a

high risk of readmission to the hospital and we are just trying to prevent that. This program serves as a safety check for those people and to connect them to services in the community.” Watts stresses that there is no financial charge to any patient taking advantage of the Community Paramedic Program. “It’s part of Adventist Health Tillamook’s mission and Community Benefit Program.”

Story by Paul Fournier *(Edited for length and format)*

Priority Need - Chronic disease prevention (with an emphasis on senior care)

Intervention: Complete Health Improvement Program (CHIP) lifestyle wellness classes offered to community members.

- Number of Community Members Served: 18

Intervention: Serving Up Hope community dinner for those who are homeless and food insecure.

- Number of Community Members Served: 1,499

Intervention: Sponsorship of early morning warm therapy pool time at Tillamook Family YMCA to enhance physical activity for people with chronic health limitations.

- Number of Community Members Served: 600

Intervention: Continued partnership with Tillamook County Wellness to provide education on diabetes.

- Number of Community Members Served: 25,000

Partners

- **Tillamook County Wellness**
- **Tillamook Seventh-day Adventist Church**
- **Tillamook County Community Health Centers (FQHC)**
- **Tillamook Family YMCA**

2019 Evaluation Metrics

Objective	Baseline	Performance Indicator	Measurement	Data Source	2019 Results
Increase chronic disease care management	Number of patients with chronic disease care management plans	100% of patients with chronic disease also have care management plans	Number of care management plans	EPIC	380 care plans
Increase access to specialty care services	Number of patients who had specialty clinic visits	Increase number of patients by 10%	Patient visits	Program data	20,378 visits 28.96% increase over 2018
Increase the number of community wellness programs	Annual number of programs and participants	Increase number of programs and participants by 10%	Programs and participants	Program data	296 community members participated in clinic sponsored wellness activities

Priority Need - Behavioral health (with an emphasis on substance abuse treatment)

Intervention: Provide Wellspring respite care for patients with cognitive impairment who reside in community care settings. The program is held at the Tillamook SDA church.

- Number of Community Members Served: 60

Intervention: Provide comprehensive medical and behavioral health care to inmates lodged in the Tillamook County Jail.

- Number of Community Members Served: 352

Intervention: \$10,000 payment on three-year \$25,000 pledge to help purchase building to house services for low-income population provided by CARE, Inc., Tillamook County’s anti-poverty agency

- Number of Community Members Served: 3,000

Intervention: Added Licensed Social Workers to all of our Medical Offices.

- Number of Community Members Served: 2,439

Partners

- **Tillamook Seventh-day Adventist Church**
- **Tillamook County Sheriff’s Office**
- **CARE, Inc.**

2019 Evaluation Metrics

Objective	Baseline	Performance Indicator	Measurement	Data Source	2019 Results
Conduct screens on ED and Primary Care patients	Number of screens completed	100% of patients screened	Screens completed	Cerner / EPIC	100% of patients with LCSW visits screened
Increase access to behavioral health services in community	Number of behavioral health providers	Add two (2) fulltime providers	Providers hired	Medical affairs	2,439 visits 6.13% increase
Provide access to a community depression and recovery course	n/a	10 community members participate	Number of persons completing course	Program data	7 patients attended April 2019

WellSprings and Our Volunteers Program highlights-

As Adventist Health Tillamook prepares to celebrate 50 years of serving Tillamook County in 2020, a special focus is squarely on those who volunteer and help to deliver the hospital’s mission of “Living God’s love by inspiring health, wholeness and hope” to the community. Volunteers have been an integral part of Adventist Health Tillamook since the beginning, and their dedication and hard work continues to this day.

Volunteer Supervisor Mollie Reding understands the vital role the volunteers play at the hospital. “Our volunteers are here simple to serve. They live our mission by lending a hand to help, giving a smile to cheer, and offering an ear to listen. They are ambassadors of the hospital.”

One such volunteer is Chris Ping. Chris began working at Tillamook Hospital as a Licensed Practical Nurse (LPN) in the 1970's. Chris soon assumed the responsibility for ramping-up the volunteer program, while also working her regular day shifts as a nurse. Chris began recruiting volunteers by running ads in the Headlight Herald.

Throughout the years, the duties and tasks of volunteers have transformed based on the needs of the hospital and its patients. "Our adult and teen volunteers provide unlimited and valuable resources to our staff by delivering a wide assortment of services throughout the hospital and clinics, including working in the boutique, as patient escorts, outpatient surgery and therapy liaisons, blood pressure clinics and other duties for our departments and clinics," said Mollie Reding.

During the 1980's, Chris stepped away from the volunteer side of operations when her job as an LPN switched to night shifts. However, Chris would return to her volunteer roots in the 1990's as a Faith in Action volunteer at the hospital. Adventist Health Tillamook's Faith in Action/Wellspring programs offers assistance and support to the frail and elderly and people of all ages who suffer from chronic illness, mental illness or disabilities through in-home volunteer services and through Wellspring, an adult respite day care center.

At 87 years young, Chris is still an active volunteer at Adventist Health Tillamook, but her sense of duty can be traced back more than eight decades. Growing up on a dairy farm in Wisconsin, the oldest of seven siblings, Chris learned her hard work ethic from her parents. "The girls were expected to work just as hard as the boys, especially when you're the oldest."

"In offering their time and talent, volunteers enhance the high quality of care that we provide to our patients and guests," said Mollie Reding. "Our volunteers make our hospital a more positive place for our patients and associates. What a blessing it is to be a part of this group of amazing people."

For more information regarding Adventist Health Tillamook's volunteer and Faith in Action programs, or to apply as a volunteer, please visit <https://www.adventisthealth.org>

Story by Paul Fournier *(Edited for length and format)*

Priority Need - Children's health

Intervention: Continue leadership of annual, communitywide Early Childhood Screening Fair (formerly Multimodular Preschool Exams) provided at no cost to all Tillamook County children ages 2-6 years that screens 12 areas of health and development

- Number of Community Members Served: 85

Intervention: Pediatric Services

- Number of Community Members Served: 6760

Intervention: Certified Athletic Trainer at Tillamook High School providing services to student athletes

- Number of Community Members Served: 17,931

Partners

- Oregon Health & Sciences University
- Tillamook Regional Education Service District
- Tillamook High School

2019 Evaluation Metrics

Objective	Baseline	Performance Indicator	Measurement	Data Source	2019 Results
Conduct school readiness exams for Tillamook County Children	Number of screens completed	100% of patients screened	Screens completed	Program data	85 children screened
Increase access to pediatric service in the community	Number of pediatric patients served in the Primary Care setting	Increase number of pediatric patients by 10%	Pediatric patient visits	EPIC	6,760 visits -2.02% decrease over 2018

Student Athletic Trainer Program highlight –

Thanks to an ongoing partnership between Adventist Health Tillamook (AHTM) and Tillamook High School, a Certified Athletic Trainer, Jessica Johnson, has her office conveniently located within the gym at Tillamook High School. “Orthopedic Surgeon Dr. Brett Lafleur was really the one who organized this program with the school,” said Johnson. “I also work at AHTM’s orthopedic clinic with Dr. Lafleur and Physician Assistant Ruben Garcia. I primarily work with athletes, but not always.” At the clinic, Johnson assists with evaluations, diagnosis, casting, bracing, as well as seeing fracture follow-ups.

A large part of an Athletic Trainer’s job is the prevention of injuries. While Johnson can be seen responding to injuries on the sidelines at Tillamook High School sporting events, perhaps what is not as obvious, is the behind-the-scenes activities that help mitigate those injuries before they happen.

“When I am at practice, I’m not just ‘waiting for an injury to happen’, I’m watching the mechanics of each player to determine if there is something, we need to work on to prevent a future injury,” said Johnson. In collaboration with several coaches, Johnson developed warm-up regiments and conditioning training for several of the school’s sports programs. Johnson’s focus is to prevent the most common injuries before the student even touches a ball.

However, even with the most rigorous training and prevention plan, injuries in school sports will happen, and Tillamook High School is no exception. While the most common types of injuries tend to be minor musculoskeletal issues, Johnson addresses a variety of student injuries. “We’ve had concussions, fractures, heat exhaustion, ACL and LCL tears and sprains. I would say injury prevention is a huge part of my job, but so is the rehabilitation of injuries. Especially because this is my first year at the high school, a lot of kids are coming in with chronic injuries that weren’t treated properly initially,” she said.

Johnson noted that during her year as Athletic Trainer there was one student who was experiencing a string of injuries including a concussion and several fractures. “Unless we can determine why these injuries keep happening, perhaps that child just needs stop engaging in some of those sports,” she said. “Sometimes you have to have those tough talks with them. In those instances, I try to consider the student as if they were my own child.”

Johnson is also in tune with those students that have existing medical conditions, which might affect an athlete’s health while playing sports, such as epilepsy, heart arrhythmias and diabetes.

According to Johnson, the parents, kids and coaches are instrumental in the program’s success. “They have all been so kind and welcoming. I think they are grateful to have someone here and to have this service available.”

Assistant Coach Dan Seaholm views having an Athletic Trainer on-staff as a huge asset for coaches and student athletes alike. “She’s great! Jessica takes a lot of pressure off the coaches to individually treat injuries.” Seaholm acknowledges that serious athletic injuries are rare at the school, but issues like sprains, pulled muscles and lacerations occur weekly. “But, if the students require rehab, we work with Jessica to make sure that they are getting the rehabilitation they need,” said Seaholm.

The positive impact of having an Athletic Trainer in-house is not lost on administrators at Tillamook High School. “She is the right person for this building,” said Principal Greg English. “Jessica is highly skilled and has the heart to serve the student athletes. But she really helps all of the kids.”

Johnson is technically an employee of Adventist Health Tillamook. However, her position as Athletic Trainer at Tillamook High School is provided at no cost to the school. “I’m totally impressed that the hospital (Adventist Health Tillamook) has the vision to partner with us in this way,” said Principal English. “It’s a real sign of their commitment to our kids and our community.”

by Paul Fournier (Edited for length and format)





Changes in 2019

In 2019 Adventist Health Tillamook partnered with Tillamook County Community Health Centers, Rinehart Clinic & Pharmacy and Tillamook Family Counseling Center to conduct a new Community Health Needs Assessment (CHNA). The 2019 CHNA report represents the first time these organizations have partnered together for a regional health needs assessment and will help us develop strategies to address the priority needs of the communities we serve.

The goals of this assessment are to:

- Engage public health and community stakeholders, including low-income, minority and other underserved populations.
- Assess and understand the community's health issues and needs.
- Understand the health behaviors, risk factors and social determinants that impact health.
- Identify community resources and collaborate with community partners to develop collective strategies.
- Use findings to develop and implement a Community Health Plan (implementation strategy) based on the prioritized issue.

Top Health Needs Identified for 2019-2022

Housing and Homelessness

(including poverty)

Mental Health

- Access to providers and rehab facilities
- Treatment
- Trauma informed care

Access to Health Care

- Dental health
- Vision health
- Transportation
- Affordable insurance
- Preventative care



OUR MISSION:
Living God's love by inspiring
health, wholeness and hope

Prevention and Management of Chronic Diseases

- Diabetes
- Obesity
- Cancer
- Physical activity
- Nutrition

Physical Environment

- Safety
- Access to parks/recreational facilities

The CHNA is a valuable tool which helps prioritize and guide our focus in supporting the needs of our community. We are excited to have such great partners in our communities and hopeful that through alignment we can make a more meaningful impact for the future.

Connecting Strategy and Community Health

As hospitals move toward population health management, community health interventions are a key element in achieving the overall goals of reducing the overall cost of health care, improving the health of the population, and improving access to affordable health services for the community both in outpatient and community settings. The key factor in improving quality and efficiency of the care hospitals provide is to include the larger community they serve as a part of their overall strategy.

Health systems must now step outside of the traditional roles of hospitals to begin to address the social, economic, and environmental conditions that contribute to poor health in the communities we serve. Bold leadership is required from our administrators, healthcare providers, and governing boards to meet the pressing health challenges we face as a nation. These challenges include a paradigm shift in how hospitals and health systems are positioning themselves and their strategies for success in a new payment environment. This will impact everyone in a community and will require shared responsibility among all stakeholders.

Population health is not just the overall health of a population but also includes the distribution of health. Overall health could be quite high if the majority of the population is relatively healthy—even though a minority of the population is much less healthy. Ideally such differences would be eliminated or at least substantially reduced.

Community health can serve as a strategic platform to improve the health outcomes of a defined group of people, concentrating on three correlated stages:

- 1) The distribution of specific health statuses and outcomes within a population;
- 2) Factors that cause the present outcomes distribution; and
- 3) Interventions that may modify the factors to improve health outcomes.

Improving population health requires effective initiatives to:

- 1) Increase the prevalence of evidence-based preventive health services and preventive health behaviors,
- 2) Improve care quality and patient safety and
- 3) Advance care coordination across the health care continuum.

Our mission as a health system is Living God's love by inspiring health, wholeness and hope, we believe the best way to re-imagine our future business model with a major emphasis of community health is by working together with our community.

Community Benefit

Our community benefit work is rooted deep within our mission, with a recent recommitment of deep community engagement within each of our ministries.

We have also incorporated our community benefit work to be an extension of our care continuum. Our strategic investments in our community are focused on a more planned, proactive approach to community health. The basic issue of good stewardship is making optimal use of limited charitable funds. Defaulting to charity care in our emergency rooms for the most vulnerable is not consistent with our mission. An upstream and more proactive and strategic allocation of resources enables us to help low-income populations avoid preventable pain and suffering; in turn allowing the reallocation of funds to serve an increasing number of people experiencing health disparities.