



YEAR ONE UPDATE, FY 2023

Community Health
Implementation Strategy

2023



Table of Contents

I.	PURPOSE & SUMMARY	2
II.	GETTING TO KNOW US	
	Who we Serve.....	3
	Adventist Health.....	4
III.	CHIS Update 2023.....	5
	a. High Priority: Access to Care.....	6
	b. High Priority: Food Security	7
	c. High Priority: Health Risk Behaviors.....	9
	d. High Priority: Housing.....	11
IV.	SIGNIFICANT IDENTIFIED HEALTH NEEDS.....	13
V.	COMMUNITY HEALTH FINANCIAL ASSISTANCE FOR MEDICALLY NECESSARY CARE COMMITMENT.....	14
VI.	CLOSING	15

Purpose & Summary

Non-profit health systems, community-based organizations, and public health agencies across the country all share a similar calling: to provide public service to help improve the lives of their community. To live out this calling and responsibility, Adventist Health Portland conducts a Community Health Needs Assessment (CHNA) every three years, with our most recent report completed in 2022. Now that our communities' voices, stories, and priority areas are reflected in the CHNA, our next step is to complete a Community Health Improvement Plan (CHIP), or as we refer to it, a Community Health Implementation Strategy (CHIS).

The CHIS consists of a long-term community health improvement plan that strategically implements solutions and programs to address our health needs identified in the CHNA. Together with the Adventist Health Well-Being team, local public health officials, community-based organizations, medical providers, students, parents, and members of selected underserved, low-income, and minority populations, Adventist Health Portland intentionally developed a strategic plan to address the needs of our community.

In this Year One Update, FY 2023, of the Community Health Implementation Strategy also known as the Community Health Plan Update, FY 2023 you will find strategies, tactics, and partnerships that address the following health needs identified in the 2022 Adventist Health Portland CHNA:

Access to Care

Food Security

Health Risk Behaviors

Housing

Getting to know the Adventist Health Portland service area

East Portland, Adventist Health Portland's key service area, is a vibrant and diverse community with a total population of around 520,554 individuals from east Multnomah and Clackamas counties. In addition to many businesses and residences, East Portland is home to the Portland International Airport and the intersection of I-205 and I-84, the gateway to the Columbia River Gorge and Mt. Hood.

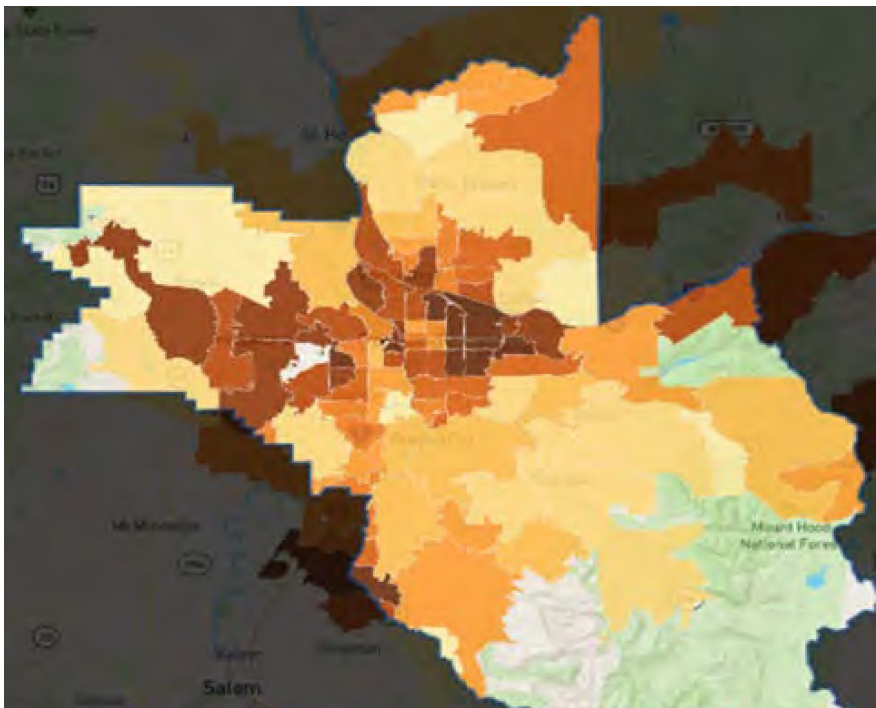
The median household income is \$98,912, compared with the statewide median of \$65,667. This higher median income is in part due to several affluent urban neighborhoods within our service area and not fully reflective of the

needs of the service area. Payor mix in Adventist Health Portland's service area is predominately Medicaid and Medicare. The largest segment of the population (28.6%) is made up of residents aged ages 35-54.

While the median household income for the service area overall indicates relative wealth, the David Douglas School District #40, which encompasses the medical center's main campus, provides a stark snapshot for this area. The combined student body of around 8,500 in grades Kindergarten through 12 includes 67.6% who identify as Hispanic, Native American, Asian, Black, Pacific Islander and multiple ethnicities. The district is very diverse

with over 70 spoken languages represented in the student population. And at the various schools, the percentage who qualify for free and reduced lunches ranges from 60.27% to 94.5%. Using the estimate that 5% of students who qualify for free and reduced lunches may be un-housed or living in unstable housing gives a range of 288-401 students.

For a more detailed look into community member comments, facts and numbers that are captured in the CHNA, please visit adventisthealth.org/about-us/community-benefit. The following pages provide a closer look into our community demographic as well as our approach to the CHIS.



What if our community worked together and made life all-around better?
What if we offered various pathways to meet our diverse needs, so every member of our community experienced better health, prosperity and longevity?

About Us

Adventist Health Portland

Adventist Health Portland, an Oregon Health and Science University (OHSU) Health partner, is a faith-based, non-profit health care network consisting of a 302-bed medical center, 27 medical clinics, and home care and hospice services in the Portland metro area. Our full-service acute care medical center provides a complete range of inpatient, outpatient, emergency and diagnostic services to communities on Portland's east side. Our key services include cardiovascular care, emergency services, primary and urgent care, radiation oncology, surgery, imaging, rehabilitation, pregnancy care, and labor and delivery.

Our compassionate and talented team of over 1,900, includes associates, medical staff, physicians, allied health professionals and volunteers driven by one mission: living God's love by inspiring health, wholeness and hope. Together we are transforming the health care experience with an innovative, yet timeless, whole-person focus on physical, mental, spiritual and social healing. Annually, we have about 14,000 hospital admissions and surgeries, 500 deliveries, 40,000 emergency room visits and more than 500,000 outpatient visits.

Adventist Health Portland is also part of Adventist Health, a faith-based, non-profit integrated health system serving more than 75 communities on the West Coast and in Hawaii.

Adventist Health

Adventist Health is a faith-inspired, nonprofit integrated health system serving more than 80 communities on the West Coast and Hawaii. Founded on Adventist heritage and values, Adventist Health provides care in hospitals, clinics, home care agencies, hospice agencies and joint-venture retirement centers in both rural and urban communities. Our compassionate and talented team of 34,000 includes associates, medical staff physicians, allied health professionals and volunteers driven in pursuit of one mission: living God's love by inspiring health, wholeness and hope. Together, we are transforming the American healthcare experience with an innovative, yet timeless, whole-person focus on physical, mental, spiritual and social healing to support community well-being.

Adventist Health's Approach to CHNA & CHIS

Adventist Health prioritizes well-being in the communities we serve across our system. We use an intentional, community centered approach when creating our hospital CHNA's to understand the health needs of each community. After the completion of the community assessment process, we address health needs such as mental health, access to care, health risk behaviors, and others through the creation and execution of a Community Health Implementation Strategy (CHIS) for each of our hospitals and their communities.

The following pages highlight the key findings the Adventist Health Portland well-being steering committee and community partners identified as top priority health needs, or as we refer to them in this report, their 'High Priority Needs'. The High Priority Needs are addressed in the Community Health Implementation Strategy and are reported on a yearly basis through the Annual Community Benefit health Plan Update. This is year one, of a three-year strategy to improve the health of the community. We invite you to learn about the actions, activities and programs that have been implemented in 2023.

Action Plan for Addressing High Priority Needs

The following pages reflect the goals, strategies, actions, and resources that Adventist Health Portland provided in 2023 to address each selected High Priority Need

GOAL Access to Care	Increase access to care by identifying barriers that prevent patients from accessing the health and human support services they need and collaborating with community-based organizations (CBO) to meet needs and break down barriers.
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Strategy:	Strengthen referral processes and address identified barriers that inhibit patients from accessing needed health and human support services.
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Actions:
Facilitate development of a process that more smoothly integrates hospital intake and discharge workflows with patient information about their health needs and barriers and connects them with needed CBO resources.
Facilitate availability of linguistic and culturally sensitive communications material to help connect patients with needed health and human support services.
Identify and build active partnerships with CBOs providing health and human support services.

COMMUNITY IMPACT Access to Care Summary FY 2023

- Adventist Health Portland (AHPL) was proud to partner with Project Access Now to work together to provide equitable access to improve our community’s health and well-being. In 2023, we provided payment of \$87,740.00 to Project Access Now for donated care, insurance support, community health and community assistance programs. Adventist Health Portland fully supports the vision of Project Access Now to see healthy communities where everyone has the care and service they need to thrive and provided a direct cash contribution as well.
- Adventist Health Portland has identified Access to Care as a health priority and review of the availability of primary care providers including those practicing physicians who specialize in general practice medicine, family medicine, internal medicine, and pediatrics show that the number of providers is 130.30 per rate of 100,000 people. This is well below the state average of 136.30 and the national average of 111.65.

STRATEGY THAT CHANGED DURING THE YEAR:

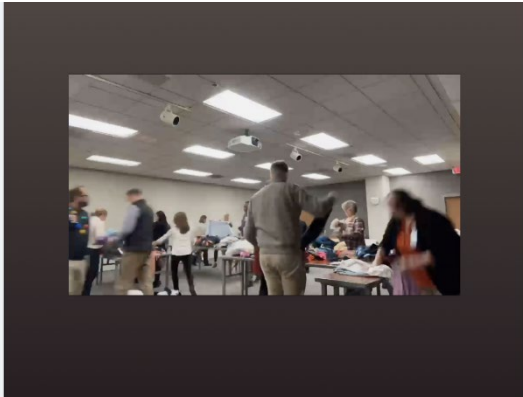
Due to resource constraints, a decision was made to move the following Community Health Implementation Strategy to year two and three (2024 - 2025).

With a focus of increasing access to care and decreasing barriers, we will work with community-based organizations to facilitate availability of linguistic and culturally sensitive communications at patient point of contact, with the following milestones to evolve quarterly over the next three years.

- Request and gather available HHSS communications internally and from community-based organization.
- Evaluate available materials in framework of current language and cultural needs.

Adventist Health will continue to partner with North by Northeast Community Health Center to improve health outcomes and advance health equity.

ADVENTIST HEALTH COMMUNITY IMPACT IN THE NEWS:



GOAL Food Security	Increase access to nutritious foods by collaborating with community-based organizations (CBO) to increase awareness and linkage with nutritious food resources, land to grow personal crops, and culturally sensitive food.
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Strategy:	To be a resource that links people with nutritious food outlets, provides free access to whole foods/on-site community garden for growing personal crops, and promotes culturally sensitive foods.
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Actions:
<p>Be a resource for awareness and linkage to nutritious food sources, including providing a whole foods/onsite garden program and promoting community-based organization food partnerships.</p> <p>Facilitate increased access to culturally sensitive foods through active engagement with CBO food partnerships and enhanced communications about how to access locally available food sources.</p> <p>Increase active partnerships with food-related CBOs, including by volunteerism/board service (*Terry Johnsson serves on the Portland Adventist Community Services board).</p>

COMMUNITY IMPACT Food Security Summary FY 2023

<p>In 2023 Adventist Health Portland worked to address food security for the community:</p> <ul style="list-style-type: none"> • Created and distribute a free Heart Healthy cookbook for patients and visitors during heart month with over 500 healthy recipes. • The Outgrowing Hunger Garden on the Adventist Health Portland (AHPL) campus continued to provide bountiful produce to 57 immigrant families. Outgrowing Hunger is a community-based organization that works to build and operate farms and gardens for refugees, immigrants and other who care about affordable access to healthy food. AHPL will be looking to continue their work with the Outgrowing Hunger organization to expand the campus garden in 2024. • In 2023, Adventist Health Portland began preparation for an employee volunteer day and a food drive to support our mission of “Living God’s love by inspiring health, wholeness and hope.” • Adventist Health Portland (AHPL) hosted monthly “First Friday” community events and provided healthy dinner for approximately 70 people per month. First Friday is a monthly event that allows for community fellowship and helps to live a more meaningful life. • AHPL partnered with Portland Adventist Community Services, an organization that welcomes all and works to provide food through their on-site food pantry, low-cost dental care and low-cost clothing and household items through their thrift store. In 2023, AHPL provided cash contributions; 550 pounds of food for the Thanksgiving Celebration; numerous site visits to identify upcoming support needs and learn more about how AHPL staff can engage in volunteering at the organization. • Adventist Health Portland also provided cash contributions to the Highland Christian Center and Pleasant Family Church to support feeding community members who face food insecurity.
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STRATEGY THAT CHANGED DURING THE YEAR:

<p>Due to resources constraints, a decision was made to move the following Community Health Implementation Strategies to year two and three (2024 - 2025).</p> <p>With the focus of increasing access to nutritious foods, we will build resources and linkages to free and/or culturally sensitive foods with the following milestones to evolve quarterly over the next three years.</p> <ul style="list-style-type: none"> • Request and gather available food communications internally and from Community Based Organizations. • Evaluate available materials in framework of current socio-economic, language and cultural needs. • Facilitate the creation and accessibility of communications about local access to free food and/or culturally sensitive food.
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ADVENTIST HEALTH COMMUNITY IMPACT IN THE NEWS:



GOAL Health Risk Behaviors	Provide low barrier access to treatment referrals and wrap-around support for patients with substance use disorders (SUD) via collaboration with community-based organization (CBO) partners.
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Strategy:	Develop a mental health and SUD treatment framework that supports Emergency Department staff with best care practices for patients with substance use disorders or substance-induced medical emergencies and that facilitates low barrier referrals to engaged CBO partners.
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Actions:
<p>Strengthen ongoing partnership with Fora Health, SUD/mental health treatment partner, to support priority, low barrier access to treatment for discharged Emergency Department patients.</p> <p>Facilitate the deployment of training programs in partnership with Fora Health to equip Emergency Department staff with best practices for caring for patients with SUD or substance-induced medical emergencies.</p> <p>Build trust among diverse ethnic groups for SUD/mental health services through connections with culturally sensitive referrals.</p> <p>Increase active partnerships with SUD-related CBOs, including by volunteerism/board service (*Terry Johnsson serves on Fora Health board).</p>

COMMUNITY IMPACT Health Risk Behaviors Summary FY 2023

- Identified a new program opportunity, called IMPACT, with Care Oregon and OHSU Health. The Improving Addiction Care Team (IMPACT) is an interprofessional hospital-based addictions team that meets people with substance use disorder during the reachable moment of hospitalization. The IMPACT provides patient-centered care, offering medication treatment, linkage to care after discharge and harm reduction support. This will improve health outcomes for our community with dedicated addiction providers. IMPACT program launched in September 2023, and included three providers, a case worker and a substance abuse peer recovery advisor all working collaboratively with those experiencing substance abuse disorder.
- Identified key partnerships with Fora Health and Oregon Change Clinic. This included a site visit at Oregon Change Clinic (OCC). OCC is a culturally specific, outpatient treatment facility for substance use recovery and mental health disorders and specializes in working with the Black, Indigenous, People of Color (BIPOC) communities in Portland. Fora Health provides treatment, care and advocacy for all who are affected by substance use disorders or co-occurring mental health disorders.
- Provided a cash contribution to Fora Health for public health education.
- AHPL continued to work to identify the homeless population for substance use disorders and mental health services.

STRATEGY THAT CHANGED DURING THE YEAR:

Due to Emergency Department leadership turnover a decision was made to move these CHIS strategies to years two and three (2024 - 2025):

With a focus of increasing access to best practice treatment for SUD/mental health patients, we will facilitate training programs with CBO partners on culturally sensitive, trauma-informed care and referral for Emergency Department patients, with the following milestones to evolve quarterly over the next 3 years.

- Facilitate development of framework for SUD/mental health care and referral training(s) with Emergency Department leaders and identified CBO (Fora Health)
- Hold trainings as identified

ADVENTIST HEALTH COMMUNITY IMPACT IN THE NEWS:



Hospital Association of Oregon - HAO

October 26, 2023 · 🌐

Thank you to Rep. Andrea Valderrama, representing outer east Portland in the Oregon House, for visiting [Adventist Health Portland](#) to discuss key health care issues such as making sure behavioral health patients are in the care environment that is best for their needs. Adventist and other Oregon hospitals share this goal. Pictured here (L-R): Troy Duker, [Hospital Association of Oregon - HAO](#) Legislative Director, Adventist Director of Operations Adam Lee, Rep. Valderrama, Patie... [See more](#)



<https://adventisthealth.org/portland/news/2023/october/hospital-based-addiction-care-launched-at-adventist-health-portland/>

GOAL Housing Access	Increase access to safe and affordable housing/housing support services for un-housed patients of Adventist Health as well as community members with significant housing cost burden.
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Strategy:	Leverage patient care intake and discharge contact points to increase awareness of and access to safe and affordable housing/housing support services provided by community-based organizations (CBO).
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Actions:

Identify and build active partnerships with CBOs providing housing/housing support services.
 Facilitate the development of ways to identify individuals without/at risk for losing stable housing and connect them with resources, such as our CBO partners with an Adventist Health Referral.
 Facilitate the development of an Emergency Department discharge workflow that connects patients with needed housing/housing support services.
 Work with local and state governments to help influence public policy addressing access to affordable, stable housing.

COMMUNITY IMPACT Housing Access Summary FY 2023

- Identified three community-based organization partners: Transition Project, Blanchet House, and Portland Rescue Mission. Completed site visits to Blanchet House and Transition Project and began building a partnership and action plan of activities for the latter half of 2023. A site visit to another potential partner, Agape Village was initiated in 2023.
- Employee volunteers built over 200 winter care kits for the houseless community and collected nearly 3,000 pairs of socks for the Portland Rescue Mission.
- Adventist Health provided cash contributions to the Portland Rescue Mission to support their organization goals of providing meals and shelter, substance use recovery programs, vocational training, and transitional support.
- Adventist Health Portland collected over 800 lbs. of clothing during month-long clothing drive for patients who do not have clothing at discharge and was able to have some clothing professionally cleaned. Transportation and housing costs for homeless discharge through wrap around services with case management was also provided.

STRATEGY THAT CHANGED DURING THE YEAR:

The launch of the IMPACT Program is affording us better insight into how to serve the un-housed population. We will learn how to implement IMPACT learnings in our ED.

ADVENTIST HEALTH COMMUNITY IMPACT IN THE NEWS:



AH Portland Additional Narrative FY 2023

We looked for many ways to engage with our community. Below is a summary of events and activities we worked to support community outreach in 2023.

- Thanksgiving celebration – For over 14 years we have featured a free concert for the community with food and sock donations as the ticket. The concert has brought in many popular Christian musicians over the year.
- Our marketing team participates in a wide variety of community events to promote the hospital. In 2023 an intentional focus was taken to expand to even more diverse events including the Juneteenth celebration, Sunday parkway event and a multi-cultural festival along with other planned activities.
- Supplied paint for the Hazelwood neighborhood next to our campus to spruce up their streets and create warmth in a community sometimes struggling.



Significant Identified Health Needs

The Adventist Health Portland Community Well-Being team and Healthy Columbia Willamette Collaborative (HCWC) partners collectively reviewed all relevant significant health needs identified through the CHNA process. Working with the HCWC, findings were used to 1) inform a root cause of the health issues and trends, 2) inform the areas of inquiry for the CHNA community survey and community engagement sessions, and 3) inform prioritization and recommendations for Community Health Improvement Plan(s).

The initial health needs areas considered were:

- Housing and Homelessness
- Education
- Health Care
- Transportation
- Physical and Built Environment
- Public Safety
- Jobs/Economy
- Structural Racism
- Social/Culture/Inclusion
- Technology

Committee members drew upon a broad spectrum of expertise and possible strategies to improve the health and well-being of vulnerable populations within the community and chose the following high priority health needs:

- Access to Care
- Food Security
- Health Risk Behaviors
- Housing

These high priority health needs were chosen as they had demonstrated the greatest need based on severity and prevalence, intentional alignment around common goals, feasibility of potential interventions, and opportunities to maximize available resources over a three-year period. The High Priority Needs are the focus of the community implementation strategy and this accompanying Community Health Plan Update, FY 2023. The remaining significant health needs will not be addressed directly by Adventist Health Portland due to limited resources, expertise and feasibility of resources but will likely benefit from the collective efforts defined in this report.

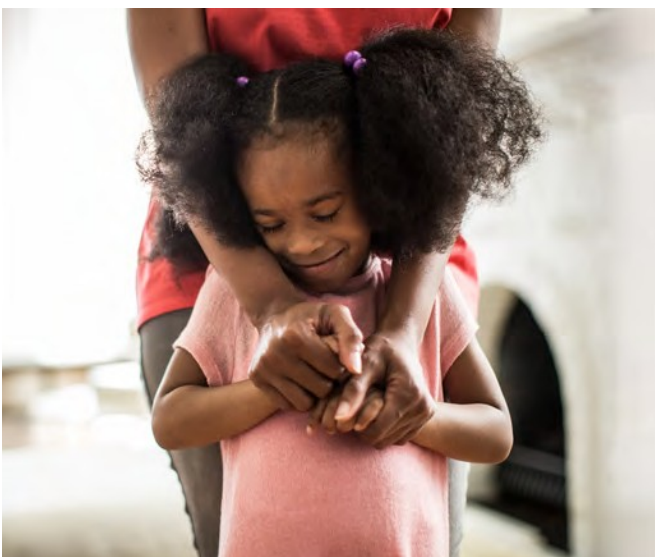
NOTE: The Healthy Columbia Willamette Collaborative (HCWC) is a unique public-private partnership of 12 organizations in Clark County, Washington, and Clackamas, Multnomah and Washington counties in Oregon. HCWC is dedicated to advancing health equity in the quad-county region. It serves as a platform for collaboration around health improvement plans and activities that leverage collective resources to improve the health and well-being of local communities.



Community Health Financial Assistance for Medically Necessary Care Commitment

Adventist Health understands that community members may experience barriers in paying for the care they need. That is why we are committed to providing financial assistance to those who may need support in paying their medical expense(s).

Community members can find out if they qualify for financial aid in paying medical bills by completing a financial assistance application. Applications can be filled out at the time care is received or after the bill has been administered. To access the financial assistance policy for more information or contact a financial assistant counselor, please visit us at: [Adventist Health - Help Paying Your Bill](#).



Adventist Health Portland

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Thank you for reviewing our Year One Update, FY 2023 of the Community Health Implementation Strategy.
We are proud to serve our local community and are committed to making it a healthier place for all. To provide feedback on this community benefit report or other reports referenced, please email community.benefit@ah.org. You may also request a copy free of charge.

Kyle King, Service Area President
Adventist Health Portland