



Community Health Improvement Plan 2023-2025

Executive Summary

Mid-Columbia Medical Center Mid-Columbia Medical Center is a nonprofit, community health care system serving a rural population in four counties with a 49-bed hospital and numerous in-patient and out-patient services. MCMC is the largest employer in Wasco County and an organization that implements the Planetree Philosophy of patient care by addressing a person's intellectual, environmental, emotional, spiritual concerns, and physical needs.

In 2020, MCMC opened the first region's Immediate Care Center to create access and address urgent needed care. Additionally, in 2021 a partnership with Adventist Health Portland's Northwest Regional Heart and Vascular Center was formed to bring cardiovascular services to the Columbia Gorge residents.

Another notable effort that has come to fruition is the approved affiliation between Adventist Health and Mid-Columbia Medical Center in April 2023. The affiliation will bring many benefits such as access, quality, and equity. We look forward to a new chapter of our history.

Mission Statement

To provide exceptional health services and experiences through person-centered care.

Values

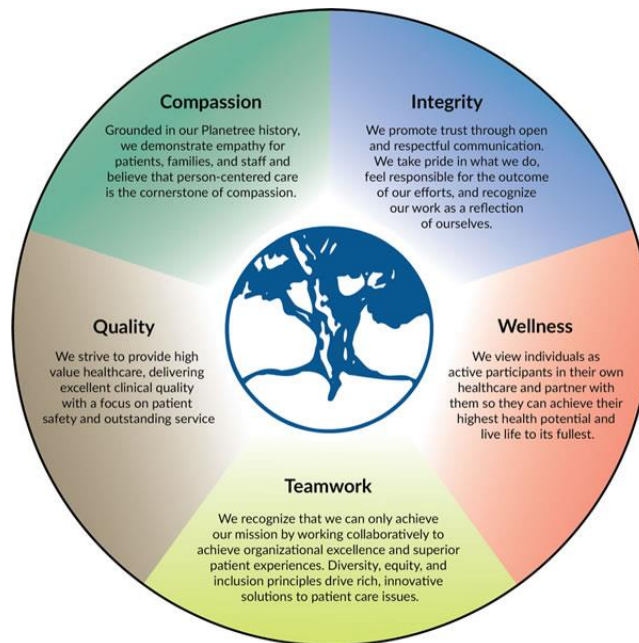
Compassion. Grounded in our Planetree history, we demonstrate empathy for patients, families, and staff and believe that person-centered care is the cornerstone of compassion.

Integrity. We promote trust through open and respectful communication. We take pride in what we do, feel responsible for the outcome of our efforts, and recognize our work as a reflection of ourselves.

Wellness. We view individuals as active participants in their own healthcare and partner with them so they can achieve their highest health potential and live life to its fullest.

Teamwork. We recognize that we can only achieve our mission by working collaboratively to achieve organizational excellence and superior patient experiences. Diversity, equity, and inclusion principles drive rich, innovative solutions to patient care issues.

Quality. We strive to provide high value healthcare, delivering excellent clinical quality with a focus on patient safety and outstanding service.



Background

As part of the 501c3 status, every three years MCMC participates with a group of community partner to create a regional Community Health Needs Assessment (CHNA) that gathers data through community health surveys, community listening sessions, stakeholder interviews, and secondary data sources to determine what are the top priority needs in the community. In 2022, MCMC collaborated with Klickitat Valley Health, Mid-Columbia Community Action Council, One Community Health, Providence Hood River Memorial Hospital, Skamania County Public Health, and Skyline Health to create the regional 2022 CHNA. The collaboration required both monetarily contribution and a dedicated commitment. The priority needs that were identified are:

- Homelessness and Housing Instability
- Behavioral Health
- Economic Insecurity
- Access to Health Care Services
- Food Insecurity
- Chronic Conditions

Each partnering organization selects which priority needs are suitable within their scope of practice while knowing that the remaining needs are being addressed by other community partners. To access the entire Community Health Needs Assessment, please visit <https://mcmc.net/wp-content/uploads/2023/02/Columbia-Gorge-CHNA-2022-Final-Report.pdf>

Our Community

The Columbia Gorge region is a vibrant, diverse, and agricultural-rich place that consists of both Oregon and Washington counties. The Oregon counties that the Columbia Gorge comprises of includes Hood River, Wasco, Sherman, Gilliam, and Wheeler. Washington counties include Skamania and Klickitat.

Mid-Columbia Medical Center is located in Wasco County which has a population of 26,274 residents. Wasco county's ethnic diversity includes 18.7% Hispanic or Latino, 2.9% American Indian and Alaska Native, 0.1% Black or African American, 0.9% Asian, 2.8% two or more races, and 74% White. The medium household income is \$54,729, 13.3% persons live in poverty, and 11.4% are uninsured and under the age of 65. Despite being located in Wasco County, MCMC serves several counties in the Columbia Gorge region.

Additionally, a notable characteristic of the Columbia Gorge is that it serves as a hub for over 22,000 migrant and seasonal farmworkers. Migrant workers travel from California and Mexico to harvest cherries, pears, and apples in the Columbia Gorge. As an organization we acknowledge that farmworkers are essential to our food system and community.

Community Health Improvement Plan Priorities

As a result of the Community Health Needs Assessment and in alignment with MCMC’s 2020-2023, the following priority needs have been selected to be addressed in 2023-2025.

Priority 1: Homelessness and Housing Instability

Housing costs have increased and community members are experiencing “housing-burden” trying to keep up with the rising costs.

- **Community Need Addressed**
 - Provide short-term temporary emergency housing for patients, and collaborate with community partner on long-term solutions.
- **Goal (Anticipated Impact)**
 - Collaborate with community partners through the Housing Collaborative.
 - Discharge patients to stay in hotel rooms that Project Turnkey is providing to MCMC (collaboration between MCCAC and MCMC)
 - Use Patient Assistance Funds, as appropriate, to fund hotel stays

Priority 2: Access to Health Care Services:

Social Determinants of Health such as transportation have impacted people in accessing care, as well as a shortage of providers that offer culturally and linguistically centered care. Access is one of MCMC’s Strategic Initiatives.

- **Community Need Addressed**
 - Access to care
- **Goal (Anticipated Impact)**
 - Increase visit volumes in 7 departments including Primary Care, General Surgery Clinic, Immediate Care, ENT, and Cardiology Clinic
 - Improve Press Ganey “overall access” question for 7 departments including: Primary Care, General Surgery Clinic, Immediate Care, ENT, and Cardiology Clinic

Priority 3: Chronic Conditions

Gorge Residents are experiencing unmanaged chronic conditions as a result of having to focus on how they will cover their other basic needs and the limited access to primary care providers and specialists.

- **Community Need Addressed**
 - Address the prevention of chronic conditions
- **Goal (Anticipated Impact)**
 - Train a bilingual Community Health Worker to become a Lifestyle Coach
 - Start a Spanish Prevent Class Pilot in 2024
 - Participate in the Older Adult Home-visiting CHW Pilot (collaboration between Columbia Gorge Health Council and MCMC)

Financial Assistance

As a nonprofit hospital we acknowledge the financial strain obtaining needed medical services can bring upon people. MCMC provides charity care to help community members who are economically disadvantaged. In the past three years, we have provided the following amounts in charity care:

2020: \$2,430,689

2021: \$2,648,049

2022: \$2,532,510 (estimated cost)

More information regarding our Financial Assistance Program in both English and Spanish, visit <https://mcmc.net/for-patients-guests/billing-and-financial-information/> .

Continued Efforts

Mid-Columbia Medical Center has a history of serving the community by conducting community outreach and focusing on addressing the social determinants of health that many underserved populations face. Below is a list of examples that MCMC gives back to the community.

Serving Oregon and its Migrants by Offering Solutions (SOMOS): MCMC's commitment to serving marginalized communities is demonstrated by its nationally-recognized SOMOS events which are a series of health fairs conducted in three different cherry orchards where migrant and seasonal farmworkers (MSFWs) are employed. The mission of SOMOS is to offer migrant families health services such as blood pressure checks, blood glucose checks, measure height and weight, provide vaccines, and offer temporary dental sealants and fluoride treatment. Along with the health screenings, hygiene kits, culturally appropriate food boxes, giveaways, and resources are provided. MCMC proudly partners with several organizations to bring much needed health education and resources to families. As a result of MCMC's dedicated efforts, the SOMOS health fairs were awarded the 2023 Outstanding Rural Health Program by the National Rural Health Association.

Mentoring and Internship Programs that support the growth of the medical workforce by training future nurses and offering a homegrown Medical Assistant program.

Collaborating with Bridges to Health Pathway Program which supports MCMC by having two Certified Community Health Workers offer system navigation and resources to individuals who are economically disadvantaged, food insecure, and who are houseless.

Participating in community meetings such as

- Clinical Advisory Panel
- Columbia Gorge Health Council
- Sponsoring the Community Partner Meetings
- Specialized Plan of Care (SPOC)
- Gorge Resolution Center
- Housing Collaborative
- Sherman County Public Health meetings

CHNA/CHIP Contact Information

To obtain a hard copy of the 2022 Community Health Needs Assessment or the 2023-2025 Community Health Improvement Plan, please contact:

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