



YEAR TO UPDATE, FY 2024
Period: 1/1/24 – 12/31/24

Community Health
Implementation Strategy

AdventistHealth
Portland

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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. Communities included: rural, youth, people with substance use disorders, immigrant populations, unhoused or people experiencing houselessness, older adults and older people impacted by incarceration, people with disabilities, people who identify as Lesbian, Gay, Bisexual, Transgender, and those that fall outside cisgender and heterosexual paradigms, and BIPOC-AI/AN populations. 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 Implementation Strategy Year Two Update, FY 2024, also known as the Community Health Plan Update, FY 2024 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.

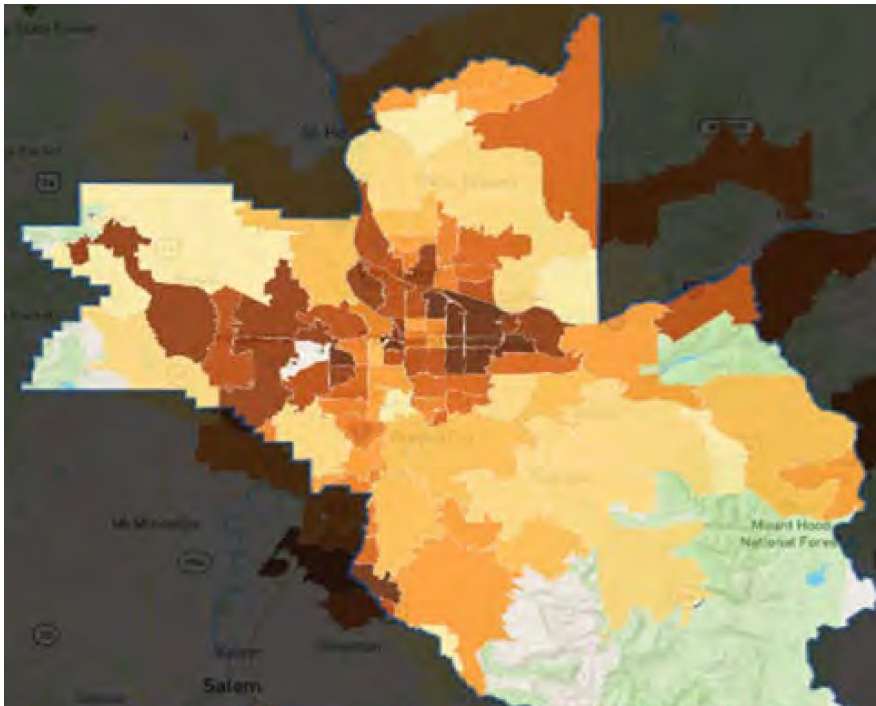
The median household income is \$98,912, compared with the statewide median of \$65,667. This higher median income is in part due to several affluent urban neighborhoods within our service area and not fully reflective of the

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 unhoused 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 two, 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 2024.

Action Plan for Addressing High Priority Needs

The following pages reflect the goals, strategies, actions, and resources that Adventist Health Portland provided in 2024 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: Program/Activity/Tactic/Policy
<p>Refine a process that integrates hospital intake and discharge workflows with patient information about their health needs and barriers and connects them with needed CBO resources.</p> <p>Facilitate availability of linguistic and culturally sensitive communications material to help connect patients with needed health and human support services.</p> <p>While actively fostering partnerships with CBOs providing health and human support services continue to discover and learn more about additional CBOs partners.</p>

FY 2024 YEAR TWO
<p>1.1 Continue to facilitate the tracking, evaluation and strengthening of internal processes and workflows for connecting people with CBO services.</p> <p>1.2 Collaborate with the CBOs offering services/programs to track referrals and troubleshoot referral process where needed.</p> <p>1.3 Continue to facilitate the evaluation, adaptation and translation of communications materials as needed.</p> <p>1.4 Continue building rapport and engagement with ongoing and new CBO partners.</p>

COMMUNITY IMPACT Access to Care SUMMARY

In 2024, Adventist Health Portland provided the following:

- Provided cash contribution of over \$110,000 to Project Access Now for donated medical care, insurance support, community health and community assistance programs.
- Met Suzy Jeffreys with community-based organization partner, North by Northeast and identified potential partnership with them using clinic space in our Gresham Station Clinic.
- Provided over \$10,000 in funding for community organizations, community building and improved community services.
- Audiology department's Dr. Borgmeyer attended the 2024 Health Care Equity Fair with his mobile audiology van to provide free exams and hearing tests to the public.
- Collected over 500 lbs. of clothing during a month-long clothing drive for patients who do not have clothing at discharge. Donated the surplus to Portland Adventist Community Services.
- Translated over 20 non-required patient facing fact sheets and forms in Spanish, Russian, Chinese, and Vietnamese to increase health literacy for community members. Identified more potential materials to be translated in 2025.
- As part of a Knight Cancer Institute grant, 132 residents in Multnomah and Clackamas counties from nine former Soviet countries were surveyed to identify attitudes toward cancer screenings and treatments among the Slavic immigrant community of Portland.
- Met with Compassion Connect director Jered Rothwilson to discuss 2025 pop-up community clinics and how Adventist Health Portland can partner through funding and providing other resources.

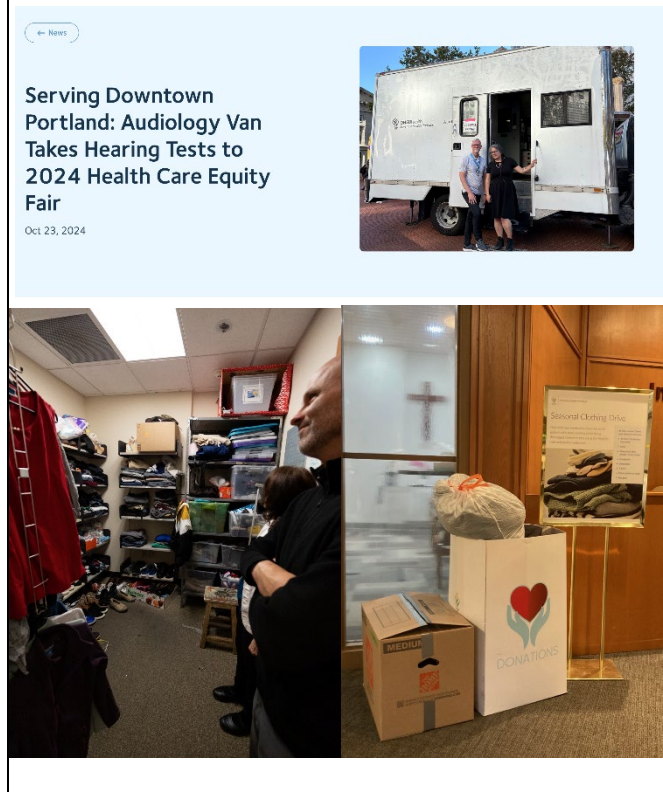
STRATEGY THAT CHANGED DURING THE YEAR:

Due to resource constraints, a decision was made to move the following CHIS strategy to year three (2025).

With a focus of increasing access to care and decreasing barriers, we will work with CBOs 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 CBOs

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.
Strategy:	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.
Actions: Program/Activity/Tactic/Policy	
<p>Continue increasing awareness of nutritious food sources through patient education materials.</p> <p>Provide access to nutritious and culturally sensitive food through summer produce stand featuring fresh produce from local immigrant farmers.</p> <p>Increase active partnerships with food-related CBOs, including by volunteerism/board service (*Terry Johnsson serves on PACS board).</p>	
FY 2024 YEAR TWO	
<p>1.1 Continue to facilitate and expand/scale whole foods/onsite garden program. Consider sales of produce for sustainability.</p> <p>1.2 Continue and expand/scale local access to free food, explore new partnership opportunities for free food and/or culturally sensitive food.</p> <p>1.3 Continue building rapport and engagement with ongoing and new CBO food partners.</p>	
COMMUNITY IMPACT Food Security SUMMARY	

In 2024, Adventist Health Portland provided the following:

- Sponsored by a grant from Trillium Community Health Plan, Adventist Health Portland partnered with Meals on Wheels in 2024 to serve 116 patients and 75 family members with 21,703 tailored meals to patients whom self-reported food insecurity for up to 120 days post discharge. This service provided nutrition security to support their health, reduce stress around food access, and manage chronic illness symptoms following a hospital stay.
- Created and distributed a free Heart Healthy calendar for patients and visitors during heart month.
- Hosted First Friday community event and provided healthy dinner for approximately 70 people each month.
- Volunteers came together to create over 100 greeting cards and placemats for Meals on Wheels clients who suffer from isolation. These greetings intent is to help isolated seniors feel more connected and loved.
- The Outgrowing Hunger Garden on our campus was in use throughout 2024. From improvement discussions from 2023, Outgrowing Hunger removed some debris inside the fence, the exterior green space was mowed, weeded, and trimmed, and we posted two large promotional banners along the garden fence. Approximately 57 immigrant families continue to use the community garden. During the summer, a weekly produce stand was held on campus for 12 weeks (about 3 months) featuring immigrant farmers from Mexico and Africa. Provided affordable culturally sensitive and healthy fresh produce to the community and employees in an area considered a food desert. Printed incentive wellness bucks for employees and community members.
- We provided \$6,000 funding to Portland Adventist Community Service (PACS) for their Fall Festival for families in need and donated 748 lbs. of collected food.

STRATEGY THAT CHANGED DURING THE YEAR:

Due to resource constraints, a decision was made to move the following CHIS strategies to year three (2025).

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.

- Request and gather available food communications internally and from CBOs.
- Evaluate available materials in framework of current socio-economic, language and cultural needs.

ADVENTIST HEALTH COMMUNITY IMPACT IN THE NEWS:



Terry Johnson is at **Adventist Health Portland**
 July 23, 2024 · Portland, OR · 🌐

Week 2 of our produce stand at **Adventist Health Portland**. These immigrant farmers are amazing! Today I bought collard greens, cabbage, onions, chard, potatoes, cherries, tomatoes and kale. All fresh picked today, all that for around \$25.00. Join us next Tuesday 4-7pm at Adventist Health Portland. Every penny of product sold goes directly to the farmers.



Heather Wheeler Pease and 80 others
 11 comments

Like Comment Share

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.
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.
Actions: Program/Activity/Tactic/Policy	
Continue to strengthen ongoing partnership with Fora Health, SUD/mental health treatment partner, to support priority, low barrier access to treatment for discharged Emergency Department patients.	
Establish partnership with Oregon Change Clinic and support their programs through donation drives and volunteer activities.	
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.	
Build trust among diverse ethnic groups for SUD/mental health services through connections with culturally sensitive referrals.	
Increase active partnerships with SUD-related CBOs, including by volunteerism/board service (*Terry Johnsson serves on Fora Health board).	
FY 2024 YEAR TWO	
1.1 Continue to strengthen and expand/scale access for priority and low barrier SUD/mental health treatment with CBOs such as Oregon Change Clinic.	
1.2 Facilitate ongoing SUD care training and support for Emergency Department staff.	
1.3 Facilitate the implementation and evaluation of trust strategies identified in year 1; leverage existing trust capacity of SUD-focused CBO partners.	
COMMUNITY IMPACT Health Risk Behaviors SUMMARY	
<p>In 2024, Adventist Health Portland provided the following:</p> <ul style="list-style-type: none"> • Provided a \$7,500 sponsorship to Fora Health for public health topics and fundraising events. Fora Health's mission is to provide treatment, care and advocacy for all who are affected by substance use disorders. • Conducted a Lunch and Learn education presentation with Tanya Patterson, MD on management of agitated or violent patients in the hospital and how to treat them accordingly. • Substance Use Disorder Fora Health peer is stationed in the Adventist Health Portland Emergency Department Monday through Friday supported by a MHAO grant to assist with patients seeking resources and providing emotional support. Fora Health offers a full continuum of care by providing access to care through trauma-informed, evidence-based therapies and reducing barriers to care. • Nurses, physicians, and social workers participated in observation shifts at Fora Health to learn more about SUD patients, their limitations, and struggles. • Conducted a Lunch and Learn education presentation with Eli Lundgren, RN and Kathleen Young from IMPACT to discuss recognizing addiction/SUD as a treatable disease and how to treat patients. • Conducted a Lunch and Learn educational presentation from Anne Duncan, Manager of the Oregon Poison Center discussing emerging trends in opioid addiction such as Fentanyl use, how to partner with the Oregon Poison Center's role in health care and how to treat the two most common overdoses – Aspirin and Tylenol. 	

ADVENTIST HEALTH COMMUNITY IMPACT IN THE NEWS:



Lunch & Learn

Join us for a 30-minute educational presentation organized by our patient care team. Come connect with others while developing your knowledge and skills.

This month's event features an interactive discussion about the Oregon Poison Center, including:

- The Oregon Poison Center's role in health care
- The types of cases that they can help with
- Emergency services and testing
- Patients, trends, case management, current medications, and their treatment

Lunch and Learn sessions are presented by our consulting team, but open to all associates and providers.

Save the Date

Tuesday, Sept. 10
12:30—1 p.m.
Adventist Health Portland
A—Ballroom D

Guest Speaker:
Anna Dotsch, PhD, CPH, Nurse
Manager, Oregon Poison Center





Lunch & Learn

Join us for a 30-minute educational presentation organized by our patient care team. Come connect with others while developing your knowledge and skills.

July's Lunch and Learn topic:
Hypertension and safety with cardiovascular medications

Presented by: John Doe

Today, the number of deaths of our 80-year-olds will likely be reduced.

- Managing with cardiovascular medications
- How to handle a case
- Complications: For a case experience with a patient who is taking for a case in the hospital who has a condition, understanding the strategy, goals and best practice of care in the case

Each case and presentation is presented by our consulting team, but open to all associates and providers.

Save the Date

Wednesday, Jul. 24
12:30—1 p.m.
1:30—2 p.m.
Adventist Health Portland
A—Ballroom D

Guest Speaker:
Dr. Jonathan, MD, MSc, PhD
Adventist Health Portland



Adventist Health Portland

Lunch and Learn, Jan. 23: Management of agitated or violent patients in the hospital

Join us for one of two 30-minute educational presentations organized by our patient care team. Come connect with others on developing your knowledge and skills.

January's Lunch and Learn topic:

Management of agitated or violent patients in the hospital.

- Etiology
- Etiology of agitation
- Nonpharmacologic interventions
- Pharmacologic interventions
- Crisis and safety
- Inpatient resources and action plan

Lunch and Learn sessions are presented by our consulting team, but open to all associates and providers.

Save the Date

Tuesday, Jan. 23
12:30—1 p.m.
1:30—2 p.m.
Amphitheater D

Guest Speaker:

Tanya Patterson, MD



Lunch & Learn



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.
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).
Actions: Program/Activity/Tactic/Policy	
Continue fostering 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 respond to changing environments, laws and situations addressing housing stability in our service area.	
FY 2024 YEAR TWO	
1.1 Continue building rapport and active engagement with housing-focused CBOs.	
1.2 (& 1.3) Continue to facilitate the development, adaptation and hardwiring of internal identification and referral workflows, processes. Consider “closed-loop” referral resources.	
1.4 Use lessons learned to work with local and state governments to respond to changing environments, laws, and situations addressing housing stability in our service area.	
COMMUNITY IMPACT Housing Access SUMMARY	
In 2024, Adventist Health Portland provided the following:	
<ul style="list-style-type: none"> • Provided over \$10,000 in funding to community-based organizations. • Purchased and assembled 50 hygiene welcome kits for the Oregon Change Clinic, costing \$374. These kits are for new residents, many of whom arrive with only the clothes on their backs. • Site visit of Blanchet House to learn more about their services and discussed potentially linking them with Outgrowing Hunger and winter fish drive. • Terry welcomed District 43 State Representative Tawna Sanchez to Adventist Health Portland for a meeting and tour to learn more about the current and future landscape regarding housing stability in our service area. • Held a book, puzzle and game drive and collected over 1,000 items to benefit the Oregon Change Clinic and Blanchet House residents. • Collected over 3,000 pairs of socks at our Celebration of Thanksgiving event to donate to the Portland Rescue Mission. • Provided hotel and transportation for houseless discharged patients. 	
STRATEGY THAT CHANGED DURING THE YEAR:	
Moving the following 2024 tactic to 2025 - Use lessons learned to work with local and state governments to respond to changing environments, laws, and situations addressing housing stability in our service area.	

ADVENTIST HEALTH COMMUNITY IMPACT IN THE NEWS:



AH Portland Additional Narrative:

Other programs/activities not included in the 2023 CHIS Strategic Plan that support community impact

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

- Thanksgiving celebration – For over 15 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 and this year's headliner was Take6.
- AHP publishes a biannual Living Well magazine which provides health information, news and tips for our neighbors in east Portland and surrounding areas.

Process Measures

800 people attended the Thanksgiving celebration.

113,000 households receive the Living Well magazine and copies are available throughout campuses.

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 2024. 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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<https://www.adventisthealth.org/portland>



Thank you for reviewing our Implementation Strategy Year Two Update, FY 2024.

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.

To review our most recent Community Health Needs Assessment and Community Health Implementation Strategy please visit:

<https://www.adventisthealth.org/portland/about-us/community-benefit/> or
<https://www.adventisthealth.org/about-us/community-benefit/>