

COMMUNITY BENEFIT REPORT

JULY 1, 2019 THROUGH JUNE 30, 2020



Saint Alphonus

A Member of Trinity Health

\$72.2M

Total value of community benefits
provided in fiscal year 2020 by
Saint Alphonus Health System



OUR MISSION

We, Saint Alphonus and Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

CORE VALUES

Reverence

We honor the sacredness and dignity of every person.

Commitment to Those Who are Poor

We stand with and serve those who are poor, especially those most vulnerable.

Safety

We embrace a culture that prevents harm and nurtures a healing, safe environment for all.

Justice

We foster right relationships to promote the common good, including sustainability of Earth.

Stewardship

We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

Integrity

We are faithful to who we say we are.

INTRODUCTION

On behalf of Saint Alphonus Health System, we are pleased to present the Fiscal Year 2020 (FY2020) Community Benefit Report. This report highlights some of our financial contributions made to the local communities we serve through programs as well as charity care. In addition to absorbing the unpaid costs of Medicaid and bad debts, our system invested approximately \$8.5 million through direct program efforts.

As a Catholic healthcare system, we are called to serve our fellow human beings in the spirit of the Gospel. Meeting the needs of the sick, poor, and vulnerable and building healthy communities is at the forefront of all we do. This is our ministry, our calling to continue Jesus' mission of love and healing.

Every three years we work with community partners and key stakeholders, including impacted populations, to determine the health needs in each community we serve. These Community Health Needs Assessments (CHNAs) determine how we prioritize and develop action plans to address the most pressing needs. Significant needs identified in each CHNA include but are not limited to healthcare access, financial stability, and education, as well as social influencers of health such as affordable housing, healthy food access, and transportation. Specific community needs are outlined for each hospital throughout this report.

The stories on the following pages are just a few examples of our efforts. I am confident that working collaboratively with community partners we can continue to answer the Saint Alphonus Mission to be a transforming, healing presence within the communities we serve, with special attention to our neighbors who are poor, underserved, or vulnerable. Together in reverence, we will continue the work of serving the common good and supporting the dignity of individuals and families.

Jennifer Palagi, DNP, MPH, RN, CIC

Vice President, Community Health & Well-Being
Saint Alphonus Health System



Saint Alphonus
A Member of Trinity Health

Saint Alphonus Health System

Saint Alphonus Health System (SAHS) is a five-hospital, 714-bed integrated health system created to serve the healthcare needs of the communities in southwestern Idaho, eastern Oregon and northern Nevada. We are also connected to the Saint Alphonus Medical Group, with nearly 500 primary care and specialty care providers at 85 clinic locations. As a not-for-profit, we reinvest profits back into the community and work to improve the health and well-being of those we serve by emphasizing care that is patient-centered, innovative and community-based. Saint Alphonus Health System is a member of Trinity Health, based in Livonia, Michigan.



COMMUNITY HEALTH IMPROVEMENT PROGRAMS

Saint Alphonsus strives to meet the health needs of the community through programs that address identified needs in the communities served. Fiscal year 2020 (FY2020) was not a typical year as it covered the last six months of 2019 as well as the first six months of 2020. When the coronavirus (COVID-19) pandemic fully emerged in March 2020, many of the programs provided had to adapt or pause to allow for a primary focus shift to address the community's immediate need for information, testing and treatment. As such, many of the programs listed have had limited reach, others have adapted to a virtual environment and some have been paused until they can safely resume. In all cases, the safety of the community, and the staff has always been the top priority for serving the community.

Coronavirus (COVID-19) Emergency Response

In early 2020, Saint Alphonsus added a COVID-19 hotline to provide access to vital information about the coronavirus. The hotline received more than 18,000 calls in just 5 months to answer questions about symptoms, testing and prevention of the virus. In addition to addressing coronavirus questions, Saint Alphonsus Community Health Workers (CHW) addressed social care needs and connected people to services such as food access, rental assistance and more.

Saint Alphonsus became a resource for community health education as many providers and leaders addressed the current state of the coronavirus, testing and prevention tools. In addition to the public service announcements and media outreach, Saint Alphonsus opened COVID-19 specific clinical units internally and COVID-19 specific community clinics in order to treat COVID-19 positive patients quickly.

Leadership of Saint Alphonsus collaborated with community leaders and organizations to assist with social care outreach including assisting with providing safe housing and hoteling of individuals and families experiencing homelessness in order to prevent the spread of the virus among vulnerable populations, participating in community food distributions, and utilizing the grocery shuttle to deliver food boxes to people who were homebound in the Nampa area.

In addition, Saint Alphonsus advocated for \$15M in Idaho's CARES Act funds for rental assistance in the community, supporting the commitment to address the lack of affordable housing in the communities they serve.

Social Care Hub

A key role in the Social Care Hub revolves around Community Health Workers (CHW). CHWs are front-line public health workers who are trusted members of or have an unusually close understanding of the community served. This trusting relationship enables the CHW to serve as a liaison, link, and intermediary between health, social services, and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support, and advocacy.

During the early months of the pandemic, the CHWs serving throughout Saint Alphonsus Health System, including the Saint Alphonsus Health Alliance and Saint Alphonsus Medical Groups, diligently worked to connect people with appropriate resources for their social care needs such as food access, housing concerns, and more.

Faith Community Nursing

Faith Community Nursing (FCN) is a specialty of professional nursing that focuses on holistically serving community members. Intentional care of the spirit is at the heart of this whole-person centered model of care. Saint Alphonsus has over 130 volunteer FCNs and Health Ministers (HM) throughout the health system, who focus on providing health education and counseling, prayer, presence, active listening, advocacy, community resource referral, and more. These volunteers donated 6,000 hours across 20 churches and community organizations in the local communities.

The faith community nursing program is also committed to educating individuals specifically about suicide awareness and prevention through the Signs of Suicide (SOS) program. In FY2020, 916 local middle and high school students, staff and parents were trained using this curriculum. They are trained to reach out and help the individual in distress access the care they need to recover and thrive in life again.

Community Benefit

Community benefit includes programs and activities which provide treatment or promote health as a response to an identified community need and meet at least one of the following objectives:

- **Improve access to healthcare**
- **Enhance public health**
- **Advance increased general healthcare knowledge**
- **Relieve or reduce the burden of government to improve health**

The purpose of this report is to communicate our progress in addressing the community benefit objectives as well as the identified community health needs in each of SAHS' service areas. Saint Alphonsus returns a significant value to the communities we serve through providing programs designed to enhance the health of our communities and care for those who need our expertise. On the following page are some of the key ways we provide economic value to our communities.



ECONOMIC VALUE OF COMMUNITY BENEFIT



\$8,568,426

Community Health Improvement Programs,
Contributions, Healthcare Professions Education



\$23,623,244

Patient Financial Assistance



\$23,670,656

Unreimbursed Cost of Care (Medicaid and other
means tested government programs)



\$16,349,382

Unreimbursed Cost of Care
(bad debt)

\$72,211,708 TOTAL INVESTMENT INTO OUR COMMUNITIES

Saint Alphonus Health System provided \$8,568,426 in community health improvement programs, contributions and other community benefit programs. Of that amount, \$5.6 million was directed to programs for those living in poverty, while \$2.9 million went to programs for the broader community.

Patient Financial Assistance is free or discounted health services provided to persons who cannot afford to pay and who meet the eligibility criteria listed in the financial assistance policy.

Unreimbursed Cost of Care (Medicaid and other means tested government programs) includes unpaid costs of public programs for low-income persons — the shortfall created when payments received are less than the cost of caring for public program beneficiaries.

Unreimbursed Cost of Care (bad debt) refers to costs of care incurred by the hospital, when patients are unable to pay their bills, but do not apply for patient financial assistance, or are unwilling to pay their bills. Uncompensated care excludes other unfunded costs of care, such as underpayment from Medicaid and Medicare.

Note: Our fifth hospital, Saint Alphonus Regional Rehabilitation Hospital, does not currently report community benefit.

Saint Alphonsus Medical Center – Baker City

3325 POCAHONTAS ROAD, BAKER CITY, OREGON 97814

Located in Baker City, Oregon and nestled beneath the Elkhorn Mountains, Saint Alphonsus Medical Center – Baker City (SAMC-Baker City) serves Baker County and surrounding areas. We are a faith-based, not-for-profit 25-bed critical access hospital with 180 employees. Having been a part of Baker County for nearly 114 years, we have developed relationships with those we serve in many ways. Our concern and personal touch have become our tradition, and our professionalism and warmth continue to radiate into the community.



COMMUNITY HEALTH IMPROVEMENT PROGRAMS

Community Health Needs Assessment (CHNA)

SAMC-Baker City completed a comprehensive Community Health Needs Assessment in 2019 to identify significant health needs in the community.

Significant Health Needs identified and being addressed include:

- **Coronavirus Emergency Response**
- **Nutrition, Physical Activity & Weight Status**
- **Access to Health Services and addressing Social Influencers of Health**
- **Substance Abuse**

Coronavirus (COVID-19) Emergency Response and Implementation of Social Care Hub

SAMC-Baker City responded to the COVID-19 pandemic in early 2020 by shifting focus and providing quick access to information about COVID-19, including symptoms, testing and prevention guidelines for the community.

In addition, SAMC-Baker City employs two Community Health Workers (CHWs) who provided 1,426 connections for people needing help with accessing needed services in the community. These services included access to social care needs such as food, transportation and other basic needs. During the early part of the pandemic, Saint Alphonsus developed and rolled out a local Social Care Hub telephone line that has been widely used. Posters and cards with the Hub's contact information were distributed to multiple community partners as a resource for community members.

In collaboration with community leaders and organizations, SAMC-Baker City assessed and addressed ways to prevent the continued spread of the virus throughout the community. In FY2020, SAMC-Baker City also contributed \$13,310 through in-kind services, including advocacy and local disaster response efforts.

Nutrition, Physical Activity & Weight Status

SAMC-Baker City provided professional athletic trainers for the local high school in order to reduce the number of injuries and create opportunities for more physical activity for youth. Using limited funding of more than \$9,000, this program served 679 students during the 2019-2020 school year.

SAMC-Baker City also provided support to local schools through GoNoodle Plus, an online suite of interactive games and videos designed to help kids focus by using physical activity and mindfulness breaks in the classroom throughout the school day.

As a creative way to weave short bursts of physical activity into the school day teaching kids the life-time benefits of movement, GoNoodle activities are designed to improve student engagement, behavior, performance, and integrate math and language arts. SAHS underwrote \$73,185 for GoNoodle Plus for schools in the Southwestern Idaho and Eastern Oregon communities served. In the 2019–2020 school year, 994 Baker County and 184 Union County students were reached, and students received more than 73,000 minutes of activity collectively.

SAMC-Baker City’s CHWs also worked to improve nutrition and healthy activity through education on healthy eating and sun safety at the 2019 Farmer’s Market, Kid’s Health Fair, and the Community Partner Day.

Access to Health Services and Addressing the Social Influencers of Health

SAMC-Baker City in partnership with Community Connections of Northeast Oregon, the primary public transportation resource in Baker City, considered the transportation options within Baker County. As there are no local taxicab or shared ride services in the region, transportation operations are limited, causing many residents needing off-hours transportation to not be able to access appropriate healthcare in a timely manner. Saint Alphonsus continues to address these access concerns and has contributed \$5,000 to the Rides to Wellness program in order to provide transportation to needed healthcare.

PATIENT STORY

In the fall of 2019, Baker City Community Health Workers (CHW) received an urgent message from a Primary Care Provider (PCP) about an elderly patient who needed to be seen by a retinal specialist ASAP in Boise in order to maintain her sight. The CHW reached out to the patient who had declined the eye specialist offer of an appointment as she had no transportation to or from Boise.

The CHW connected the patient to Community Connections for transportation through their Rides for Wellness program, which the patient stated she was aware of but could not afford the \$25 out-of-pocket cost each way for the ride.

The CHW brainstormed with leaders of the SAHS CHWB team, and within a day were able to authorize and fund \$1,000 to Community Connections for the Rides to Wellness program. These funds were designated to cover the out-of-pocket expense to the patient for those determined by Community Connections to be “poor and vulnerable.” The patient required multiple trips to and from the retinal specialist in Boise, ID to effectively treat her eye condition.

This patient feels her eyesight was maintained because of the assistance she received getting to those appointments. She has repeatedly stated how very grateful she is for the help.

Substance Abuse

In order to support the effort to reduce the prevalence of tobacco and e-cigarette use, the Saint Alphonsus Tobacco Free Living programs focus on supporting each unique journey to quit or reduce tobacco use. The individually tailored and clinically based programs are led by a team of specially trained Registered Nurses (RNs) and Certified Tobacco Treatment Specialists (CTTs). In FY2020, SAMC-Baker City served 7 patients, and SAHS provided \$96,422 in funding support for the Tobacco Free Living programs across the service area.

Collaborative Partnerships

SAMC-Baker City is part owner in the Eastern Oregon Coordinated Care Organization (EOCCO). The EOCCO is a group of healthcare providers working together for the people on the Oregon Health

Plan (Oregon Medicaid). The Local Community Advisory Council (LCAC) is a council within the EOCCO whose members include public health, mental health, hospital systems, and community leaders. The CHWs participate in monthly meetings held to discuss the identified needs within the community and to identify strategies to meet those needs.

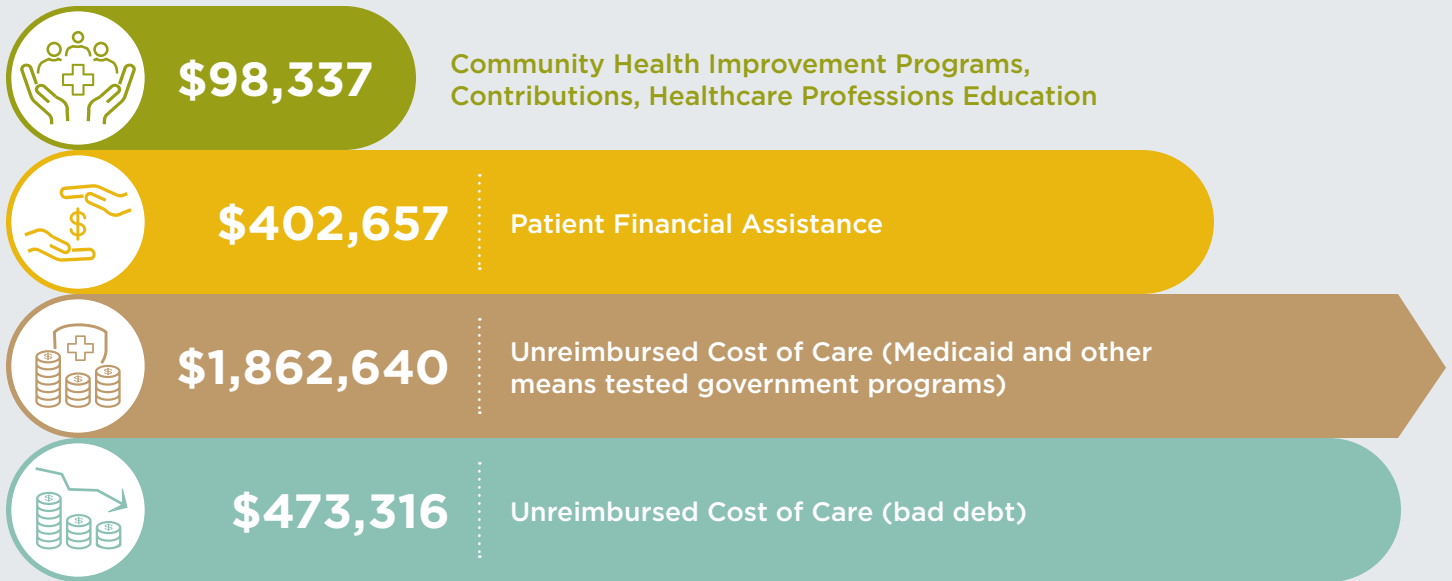
Health Professions Education

SAMC-Baker City provided \$10,574 in support of healthcare workforce development efforts by hosting 206 hours of rural clinical rotations for RNs, CNAs, Respiratory Therapists, and Radiology interns. In addition, a \$1,650 scholarship was provided for one student to pursue a health profession education.





ECONOMIC VALUE OF COMMUNITY BENEFIT



\$2,836,950 TOTAL INVESTMENT INTO OUR COMMUNITIES

SAMC-Baker City provided \$98,337 in community health improvement programs, contributions and other community benefit programs. Of that amount, \$23,470 was directed to programs for those living in poverty, while \$74,867 went to programs for the broader community.

Saint Alphonsus Medical Center – Ontario

351 SW 9TH STREET, ONTARIO, OREGON 97914

Located in Malheur County, Saint Alphonsus Medical Center – Ontario (SAMC-Ontario) is a 49-bed, acute care, not-for-profit hospital, serving Ontario and the surrounding communities in eastern Oregon and southwestern Idaho. We are committed to providing patients the best in care, from qualified and caring staff in an environment that is comfortable and secure. At SAMC-Ontario, we not only provide quality care but feel it is equally important to contribute to the well-being of the community through health education, outreach programs, preventive and routine screenings, health fairs, seminars, community partnership, and more.



COMMUNITY HEALTH IMPROVEMENT PROGRAMS

Community Health Needs Assessment (CHNA)

SAMC-Ontario completed a comprehensive Community Health Needs Assessment in 2020 to identify significant health needs in the community.

Significant Health Needs identified and being addressed include:

- **Coronavirus Emergency Response**
- **Affordable, safe housing, including homelessness**
- **Substance use, including tobacco and e-cigarette use**
- **Childcare and education**
- **Access to healthcare, including oral health**
- **Transportation**

Coronavirus (COVID-19) Emergency Response and Implementation of Social Care Hub

Early in the pandemic, Saint Alphonse Community Health Workers (CHW) stood up the Social Care Hub to address social care needs such as food and housing insecurity. CHWs also coordinated systems for hoteling individuals and families experiencing homelessness who needed a safe place to isolate while awaiting COVID-19 test results or quarantine safely after testing positive.

In partnership with the City of Ontario, Malheur County Public Health Department and Community in Action, SAMC-Ontario participated in local COVID-19 strategic planning meetings to work collaboratively with local and state government agencies, community-based organizations, as well as other healthcare systems. In FY2020 SAMC-Ontario contributed nearly \$4,000 through in-kind and cash contributions to public health advocacy and local disaster response efforts.

Affordable, Safe Housing, Including Addressing Homelessness

SAMC-Ontario provided \$7,000 through in-kind service and donations to Help Them to Hope and New Hope Day Shelter programs. In addition, Saint Alphonse facilitated community support and planning meetings for the conversion of the former Presbyterian Community Care Center (PCCC) to a new housing project and assisted with the Low-Income Housing Tax Credit (LIHTC) application process.

Substance Use, Including Tobacco and E-cigarette Use

The Saint Alphonse Tobacco Free Living programs focus on supporting each unique journey to quit or reduce tobacco use. The individually tailored and clinically based programs are led by a team of specially trained Registered Nurses (RNs) and Certified Tobacco Treatment Specialists (CTTs). In FY2020, SAMC-Ontario served 14 patients, and SAHS provided \$96,422 in funding support for the Tobacco Free Living programs across the service area.

Education

SAMC-Ontario provided educational opportunities to 42 local high school students who expressed an interest in joining a healthcare profession. In addition, as a teaching hospital SAMC-Ontario served as a clinical rotation site for Treasure Valley Community College and Oregon Health Science University students. SAMC-Ontario provided \$30,184 in coordination and training for health profession students in FY2020.

Access to Healthcare, Including Oral Health

SAMC-Ontario performs annual community and hospital open enrollment events for Oregon and Idaho Medicaid. In FY2020, SAMC-Ontario assisted 2,194 participants in enrolling in government programs in order to better access healthcare services. The CHWs assisted community members with accessing healthcare, health insurance and other local services. Since 2017, Community Health Workers have served more than 300 patients.

Transportation

In an effort to improve access to and from healthcare services, SAMC-Ontario provided \$727 in direct transportation assistance to 31 patients who would not have otherwise been able to access care.

Nutrition, Physical Activity & Weight Status

SAMC-Ontario's STARS Sports Medicine program provided professional athletic trainers for local high schools to reduce student injuries and create more opportunities for schools to provide physical activities for students. In FY2020, funded \$46,300 to cover 1,945 service hours provided to nearly 25,000 student athletes.

SAMC-Ontario provided support to local schools by providing GoNoodle Plus, an online suite of interactive games and videos designed to help kids focus by using physical activity and mindfulness breaks in the classroom throughout the school day. As a creative way to weave short bursts of physical activity into the school day teaching kids the life-time benefits of movement, GoNoodle activities are designed to improve student engagement, behavior, performance, and integrate math and language arts. SAHS underwrote \$73,185 for GoNoodle Plus for schools in the Southwestern Idaho and Eastern Oregon communities they serve. In the 2019-2020 school year, 69 Malheur County students and 78 Payette County students engaged in 290,903 total minutes of activity collectively.





ECONOMIC VALUE OF COMMUNITY BENEFIT



\$448,940

Community Health Improvement Programs, Contributions, Healthcare Professions Education



\$1,520,455

Patient Financial Assistance



\$2,862,324

Unreimbursed Cost of Care (Medicaid and other means tested government programs)



\$934,220

Unreimbursed Cost of Care (bad debt)

\$5,765,939 TOTAL INVESTMENT INTO OUR COMMUNITIES

SAMC-Ontario provided \$448,940 in community health improvement programs, contributions and other community benefit programs. Of that amount, \$227,338 was directed to programs for those living in poverty, while \$221,602 went to programs for the broader community. Also included in this total is more than \$17,000 in financial and in-kind contributions to the community.

Saint Alphonsus Medical Center – Nampa

4300 E FLAMINGO AVENUE, NAMPA, IDAHO 83687

Saint Alphonsus Medical Center – Nampa (SAMC-Nampa) is located at the corner of I-84 and Garrity Boulevard, and offers state-of-the-art, best-in-class healthcare to residents of Canyon County. Our 108-bed hospital spans more than 240,000 square feet, features a complete diagnostic center, 6-suite surgical operating theatre, pre/post-operative holding and recovery rooms, 10-bed short stay observation unit, spacious and private patient rooms, and an 18-bed intensive care unit. Built with preventive and ambulatory health in mind, the facility accommodates the latest information technology, updated diagnostic and treatment technology, and an environment proved to reduce patient stress and recovery times.



COMMUNITY HEALTH IMPROVEMENT PROGRAMS

Community Health Needs Assessment (CHNA)

SAMC-Nampa and the Saint Alphonsus Regional Medical Center in Boise collaborated with the United Way of Treasure Valley and completed a comprehensive Community Health Needs Assessment in 2020 to identify significant health needs in the community.

Significant Health Needs Identified and being addressed include:

- **Coronavirus Emergency Response**
- **Affordable, safe housing, including addressing homelessness**
- **Cost of Living and addressing the Social Influencers of Health**
- **Mental health and well-being and substance use**
- **Access to affordable healthcare, including mental and oral health**

Coronavirus (COVID-19) Emergency Response and Implementation of Social Care Hub

SAMC-Nampa responded to the COVID-19 pandemic in early 2020, by facilitating housing meetings with Nampa emergency managers, and other city representatives to provide safe housing for people experiencing homelessness in order to prevent the spread of the coronavirus among vulnerable populations. In addition, SAMC-Nampa participated in weekly Nampa-Ready meetings, assisted with food distributions and participated in the Hispanic/Latinx Task Force. In FY2020 SAMC-Nampa contributed nearly \$122,000 in advocacy and local disaster response efforts.

Affordable, Safe Housing, Including Addressing Homelessness

SAMC-Nampa representatives served on the Healthy Impact Nampa Coalition working towards policy, system and environmental change strategies to improve health in the areas of housing and homelessness, equity, food insecurity and transportation. In addition, \$2,000 in rental assistance funding was provided to Jesse Tree.

Cost of Living and Addressing the Social Influencers of Health

SAMC-Nampa helped to address access to food, a social influencer of health, through using the Grocery Shuttle program, which was established to serve residents of a food desert in North Nampa in 2018 whose last supermarket had shuttered. The shuttle picks up participants in residential locations and runs an hourly route to Wal-Mart and WinCo where participants can shop for groceries and prescriptions. Routes have been expanded to include the Nampa Farmer's Market, and trips to the Traveling Table to pick up food boxes. While many of the shuttle's normal activities were paused during the pandemic, the Grocery Shuttle shifted to providing up to 45 boxes per month through home deliveries from the Traveling Table to homebound people.



SAMC-Nampa, in partnership with the Region III Area Agency on Aging, provides the Meals on Wheels program to address food insecurity in the City of Nampa and immediate rural areas. The program provides meals primarily to homebound people who are age 60 or older who are unable to drive and have no one available to provide regular assistance. Meals on Wheels is funded by a CDBG grant through City of Nampa, while SAMC-Nampa provided the servicing of the program through the Food and Nutrition Services department as well as volunteer delivery drivers. In FY2020, the Meals on Wheels program served meals five days per week for an average of 162 active clients. In March of 2020, this important program quickly shifted deliveries from volunteers to the Food and Nutrition staff as well as the senior leadership team in order to keep the volunteers safe.

Mental Health and Well-being and Substance Use

SAMC-Nampa collaborated in a community roundtable on mental health, including advocacy work in supporting and planning the Western Idaho Community Crisis Center. In FY2020, SAMC-Nampa provided \$10,000 as a cash donation to the Western Idaho Community Crisis Center, to provide support for adults in need of crisis services for their behavioral health struggles.

The Saint Alphonsus Tobacco Free Living programs focus on supporting each unique journey to quit or reduce tobacco use. The individually tailored and clinically based programs are led by a team of specially trained Registered Nurses (RNs) and Certified Tobacco Treatment Specialists (CTTs). In FY2020, SAMC-Nampa served 30 patients, and SAHS provided \$96,422 in funding support for the Tobacco Free Living programs across the service area.

Access to Affordable Healthcare, Including Mental and Oral Health

SAMC-Nampa continued efforts to improve access to healthcare services for low income, uninsured and undocumented individuals in Canyon County through community partnerships along with individual efforts to remove barriers that impeded care. The Saint Alphonsus Mobile Clinic was established in 2018 to travel to underserved communities in Canyon County to provide free medical, dental, and vision services to participants. Additionally, 30+ community partners attend the mobile clinics to provide services such as Terry Reilly Health Services, Delta Dental, Idaho Department of Labor, Idaho Foodbank, etc. In FY2020, SAMC-Nampa provided \$67,510 in operations to serve 2,589 people through the Mobile Clinic's outreach.

In addition, SAMC-Nampa addressed transportation barriers via a patient access van, Nampa Express, to transport people to medical appointments. In FY2020, SAMC-Nampa provided nearly \$71,000 to operate the Nampa Express which transported 4,034 people to medical appointments.

Nutrition, Physical Activity & Weight Status

SAMC-Nampa, as a co-lead of the Healthy Impact Nampa Coalition, has been a partner in the development and implementation of the Traveling Table which started in January 2019. The Traveling Table is a mobile unit that travels to two locations, the Housing Authority and Vida Nueva in Nampa, to distribute free food boxes to those in need. The Traveling Table is led by high school students of the Treasure Valley Leadership Academy in Nampa, with assistance from community volunteers. SAMC-Nampa colleagues assist with the planning of the table stops, tracking utilization, providing volunteers for food distribution, and contributing food from the SAMC-Nampa cafeteria when specific items are in short supply from the Idaho Foodbank.

SAMC-Nampa's STARS Sports Medicine program provided professional athletic trainers for local high schools to reduce student injuries and create more opportunities for schools to provide physical activities for students. During FY2020, the athletic trainers provided more than \$9,700 in services to 1,761 student-athletes. In addition, SAMC-Nampa continued to provide \$2,800 in ongoing maintenance support for the Mercy Fitness Park.

SAMC-Nampa provided support to local schools through GoNoodle Plus, an online suite of interactive games and videos designed to help kids focus by using physical activity and mindfulness breaks in the classroom throughout the school day. As a creative way to weave short bursts of physical activity into the school day teaching kids the lifetime benefits of movement, GoNoodle activities are designed to improve student engagement, behavior, performance, and integrate math and language arts. SAHS underwrote \$73,185 for GoNoodle Plus for schools in the Southwestern Idaho and Eastern Oregon communities they serve. In the 2019-2020 school year, 643 Canyon County students, 54 Owyhee County students and 44 Gem County students engaged in 2,986,153 minutes of activity collectively.





ECONOMIC VALUE OF COMMUNITY BENEFIT



\$875,692

Community Health Improvement Programs, Contributions, Healthcare Professions Education



\$5,926,504

Patient Financial Assistance



\$-

Unreimbursed Cost of Care (Medicaid and other means tested government programs)*



\$3,748,356

Unreimbursed Cost of Care (bad debt)

\$7,636,969* TOTAL INVESTMENT INTO OUR COMMUNITIES

SAMC-Nampa provided \$875,692 in community health improvement programs, contributions and other community benefit programs. Of that amount, \$339,295 was directed to programs for those living in poverty, while \$536,397 went to programs for the broader community. Also included in this total is the \$108,929 in financial and in-kind contributions to the community.

*Local reporting was reviewed and updated to more accurately reflect the cost of Medicaid in FY2020 and in future years. This change had the most significant impact at our Nampa hospital.

Saint Alphonsus Regional Medical Center – Boise

1055 NORTH CURTIS ROAD, BOISE, IDAHO 83706

At Saint Alphonsus Regional Medical Center (SARMC) in Boise, Idaho, we are dedicated to delivering advanced medical services in a spiritual, healing environment throughout southwest Idaho, eastern Oregon and northern Nevada. Through innovative technologies, compassionate staff and warm, healing environments, we strive to provide care that is focused on patients. Founded in 1894 by the Sisters of the Holy Cross, Saint Alphonsus was the first hospital established in Boise – bringing healthcare to the poor and underserved. Our licensed medical-surgical, acute care 381-bed facility serves as the center for advanced medicine and is poised to support the community well into the future. We also have an intricate system of health and wellness services that extend into the communities around our region.

Our Saint Alphonsus Medical Group (SAMG) in Boise has primary care and specialty care physicians throughout the region that are focused on keeping care close to home. Our Virtual Monitoring & Care initiatives use telemedicine to reach out to patients who are homebound or in rural areas that lack mobility or access to healthcare centers and services. Through audio and/or visual means, healthcare providers are able to remotely assess, monitor, instruct, educate and treat patients who typically would not be able to travel to receive services. These community-based services, combined with the advanced critical care available at SARMC, provide residents with more comprehensive, convenient and accessible health and wellness care, and support our mission to improve the health of our communities.



COMMUNITY HEALTH IMPROVEMENT PROGRAMS

Community Health Needs Assessment (CHNA)

SARMC and SAMC-Nampa collaborated with the United Way of Treasure Valley and completed a comprehensive Community Health Needs Assessment in 2020 to identify significant health needs in the community.

Significant Health Needs Identified and being addressed include:

- **Coronavirus Emergency Response**
- **Affordable, safe housing, including addressing homelessness**
- **Cost of Living and addressing the Social Influencers of Health**
- **Mental health and well-being and substance use**
- **Access to affordable healthcare, including mental and oral health**

Coronavirus (COVID-19) Emergency Response and Implementation of Social Care Hub

SARMC stood up the Social Care Hub using Community Health Workers to address social care needs in the community such as food and housing insecurity. SARMC leaders also coordinated systems for hoteling individuals and families experiencing homelessness needing a place to isolate and quarantine safely. In addition, Saint Alphonsus participated in local COVID-19 strategic planning meetings to work collaboratively with local and state government agencies, community-based organizations, as well as other healthcare systems. In FY2020 SARMC contributed \$101,937 in advocacy and local disaster response efforts.

Affordable, Safe Housing, Including Addressing Homelessness

The 2020 Community Health Needs Assessment found that safe, affordable housing was a top priority as a social influencer of health in the region. Working with LEAP Housing Solutions, Saint Alphonsus provided major funding for a community land trust, making the property in West Boise and the 14 homes built upon it affordable in perpetuity. Saint Alphonsus provided \$240,000 in support for LEAP Housing to help create the land trust supporting the Caritas Commons project in FY2020.

New Path Community Housing provides a site based permanent supportive housing solution for individuals in the Boise area who are experiencing homelessness. New Path is a 40-apartment development providing housing and on-site services for the individuals and couples who live there. Since 2018, Saint Alphonsus has provided \$100,000 annually for Terry Reilly Health Services to provide onsite social services, medical services, and life skills training to support the individuals in their homes. Since 2018, 60 people experiencing chronic homelessness have entered into the New Path program.

SARMC participated in new and ongoing community roundtables advocating for affordable housing and Housing First proposals and implementation for people experiencing chronic homelessness.

SIGNATURE SOCIAL INFLUENCER OF HEALTH (SIOH) PROJECT: CARITAS COMMONS

The 2020 Saint Alphonsus Community Health Needs Assessment identified safe, affordable housing as the No. 1 priority among residents and community partners in the region. Affordable housing is directly related to health outcomes, and as a trusted health partner for life, we are committed to caring about patient needs, including the need for a safe, affordable home.

On July 24, we celebrated a ground blessing ceremony celebrating a partnership between Saint Alphonsus Health System and LEAP Housing Solutions to create the first-ever land trust for affordable housing in the Treasure Valley. Sister Madeleine Marie Clayton led the ground blessing, and was accompanied by CHWB Team members, select funding partners, and the Otte family, prospective buyers for the first set of homes to the Caritas Commons site. On July 29, a virtual press conference was held with 70 attendees in attendance.

Saint Alphonsus collaborated with several partners to make this “housing first” in the Treasure Valley a reality. Saint Alphonsus donated \$240,000 for the project: \$100,000 from the SARMC Foundation, \$90,000 from the CHWB SIOH budget, and \$50,000 from Trinity Health, through a gift from EPIC. The Idaho Housing and Finance Association and NewWest Community Capital financed the project.



LEAP is a certified Community Housing Development Organization (CHDO) focused on decreasing the affordable housing deficit through the creation of innovative and out-of-the-box affordable housing communities. LEAP’s Yes You Can homeownership program, in partnership with Property People, a real estate team with broker Silvercreek Realty Group, is helping families navigate the income qualification process.

Dark Horse Associates, a Boise land development company founded by Wendy Klahr, sold the land to LEAP at low market value for affordable housing development. The highly energy efficient homes will be architecturally top-of-the-line, newly-constructed by a local builder indieDwell.

Caritas Commons in Northwest Boise will feature 14 new indieDwell homes made from upcycled steel cargo containers. This will be the largest affordable homeownership project in the area in 25 years. Families earning less than 80% of the area median income will be

eligible for homes. A family of four will qualify if income is less than \$59,850. The first phase of Caritas Commons will be permanently affordable utilizing the Shared Equity Model,

also known as a Community Land Trust. In this model, homeowners own their homes and the land is owned by the Trust to guarantee “perpetual affordability” even when someone sells.

PATIENT STORY: THE OTTE FAMILY AND CARITAS COMMONS HOUSING PROJECT

One of the first families to purchase into the Caritas Commons homes is the Otte family. Selena and Marshall Otte shared their story and hopes during the press conference.

“I have a baby on me, always. [Selena carrying her one-year-old baby.] My name is Selena Otte and my husband is Marshall. We have two children — Rayland is one and Briston is two. My husband works in a downtown Boise specialty coffee shop and our dream is to put Boise on the map for specialty coffee. We are aiming for starting our own coffee shop downtown someday and build community group coffee.

“We have been married for four years, we got married super young, and had kids real young. Although it’s been the best, it’s been a rocky start — starting out so young, I guess. And we’ve always lived in rented apartments. We’ve been in studios, one-bedroom apartments and right now, we are in a 500 ft. two-bedroom home and would like to grow roots and have a place to call ‘home.’

“This last year, my grandma passed away and left me a little money which we decided to use as a down payment for a home. When we looked at house prices even with the down payment which we thought would be the

biggest hurdle, we still couldn’t find a house in our price range. So, we were so incredibly defeated because we couldn’t find anything we could afford. Until a friend told us about LEAP Housing Solutions. We thought it was too good to be true. He gave us Terry’s number and as soon as we spoke with him, we instantly had peace. We felt this was the next step for our family. Terry had been so helpful to get the process started for us. Once we learned about the options for getting into a home, we felt this was a God given gift.

“And to be at the ground blessing and see all the hands that went into making this possible, was humbling. We felt the whole time: Why Us? But then, we understood, that’s why they are doing this — for people and families like us. We’re incredibly thankful to all the donors, and Saint Als, and all who have made this possible, and we pray that other families that move into this community, have the same opportunity as we do — to get a home at the price we are able to get — which is unheard of.

“We are eternally thankful for this opportunity and want to thank you for having us here today. Thank you.”



Cost of Living and Addressing the Social Influencers of Health

One of the many social influencers of health in the Treasure Valley is access to fresh food. SARMC provided more than \$75,000 to the Idaho Foodbank through the “A Fresh Approach” campaign in order to help them open their new and improved warehouse to improve their ability to provide fresh food to those in need in the community.

Addressing transportation access to and from healthcare services, in FY2020 SARMC provided \$20,000 in support through a continued collaboration with Valley Regional Transit’s Rides to Wellness program. This program provided healthcare rides for low-income individuals who do not otherwise have transportation support.

Mental Health and Well-being and Substance Use

SARMC supported the Idaho Suicide Prevention Hotline, State Suicide Prevention Council, telepsychiatry, and continued to provide Signs of Suicide (SOS) suicide prevention and awareness programs in area schools. SARMC and SAMC-Nampa continued collaborations in a community roundtable on mental health, including advocacy work in supporting and planning local crisis centers. SAHS staff also serve on the Suicide Prevention Action Network. Idaho Suicide Prevention Hotline (ISPH): As of 2018, Idaho had the 5th highest suicide rate in the Nation (significantly higher than the national average).

Saint Alphonsus partners with the ISPH’s Lifeline Crisis Center Post-Emergency Room referral project, providing a resource for post-discharge patients who do not meet admission criteria. In FY2020, SARMC provided \$15,000 toward operations and the Hotline averaged over 1,000 calls per month.

Allumbaugh House is a one-of-a-kind program offering substance abuse detoxification and crisis mental health services under one roof, funded by a public-private partnership including Terry Reilly Health Services, Ada County, Cities of Boise and Meridian, Idaho Department of Health & Welfare, Boise City/Ada County Housing Authority, Saint Alphonsus, St. Luke’s, and United Way of Treasure Valley. Saint Alphonsus actively participates in governance meetings of the Joint Powers Entity and the Professional Resource Committee. Allumbaugh House provided over 861 clients with compassionate care and hope for recovery this year. Saint Alphonsus provided \$250,000 toward operations of Allumbaugh House in FY2020.

The Saint Alphonsus Tobacco Free Living programs focus on supporting each unique journey to quit or reduce tobacco use. The individually tailored and clinically based programs are led by a team of specially trained Registered Nurses (RNs) and Certified Tobacco Treatment Specialists (CTTs). In FY2020, SARMC served 122 patients, and SAHS provided \$96,422 in funding support for the Tobacco Free Living programs across the service area.

Affordable Healthcare Access

SARMC focused on improving access to healthcare by removing barriers and providing services for the poor and underserved, especially vulnerable populations: refugees, seniors, women, children, and people experiencing homelessness. The objective was to improve patient health by building community partnerships and increase access to healthcare services targeted for the low income and uninsured. SARMC supported special refugee care through its Center for Global Health and Healing as well as the CARE (Culturally Appropriate Resources and Education) Clinic for refugee moms. SARMC contributed \$1,446,679 in in-kind support of the Center for Global Health and Healing in FY2020 serving over 1,600 people, as well as leveraging grant support from other sources to support the program.

SARMC provided \$80,000 in funding for dental care referrals from the emergency department to Genesis Community Health & Terry Reilly Health Services, thereby improving access to oral health for low-income people.

Nutrition, Physical Activity & Weight Status

SARMC provided support to local schools by providing GoNoodle Plus, an online suite of interactive games and videos designed to help kids focus by

using physical activity and mindfulness breaks in the classroom throughout the school day. As a creative way to weave short bursts of physical activity into the school day, teaching kids the lifetime benefits of movement, GoNoodle activities are designed to improve student engagement, behavior, performance, and integrate math and language arts. SAHS underwrote \$73,185 for GoNoodle Plus for schools in the Southwestern Idaho and Eastern Oregon communities they serve. In the 2019-2020 school year, 1,226 Ada County students, 13 Boise County students and 103 Elmore County students engaged in 4,129,973 minutes of activity collectively.

Health Professions Education

Saint Alphonsus provides more than \$1.8 million in direct support for the Family Medicine Residency of Idaho (FMRI), Psychiatry, Internal Medicine and Dental Residencies in partnership with the WWAMI program. SARMC also provided more than \$73,000 in support for a Pharmacy Residency program. These programs provide a vital pipeline of new providers into the State of Idaho to help address the shortage of providers in this state. As a teaching hospital, SARMC also contributed more than \$800,000 in services as a clinical site for 637 nursing and 713 other health professions education.





ECONOMIC VALUE OF COMMUNITY BENEFIT



\$7,145,457

Community Health Improvement Programs, Contributions, Healthcare Professions Education



\$15,773,628

Patient Financial Assistance



\$21,859,275

Unreimbursed Cost of Care (Medicaid and other means tested government programs)



\$11,193,490

Unreimbursed Cost of Care (bad debt)

\$55,971,850 TOTAL INVESTMENT INTO OUR COMMUNITIES

SARMC provided \$7,145,457 in community health improvement programs, contributions to community and other community benefit programs. Of that amount, \$5 million was directed to programs for those living in poverty, while \$2.1 million went to programs for the broader community. Also included, \$2.6 million in financial and in-kind contributions to the community.

FINANCIAL ASSISTANCE AND CHARITY CARE POLICY

In the spirit of our mission to serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities, Saint Alphonsus is committed to providing healthcare services to all patients based on medical necessity; providing care for all persons, regardless of their ability to pay for services.

For patients who require financial assistance or who are experiencing temporary financial hardship, Saint Alphonsus offers several assistance and payment options, including charity and discounted care, short term and long-term payment plans and online patient portal payment capabilities.

Please visit our website at SaintAlphonsus.org/assets/documents/finance/financial-assistance-summary-pls.pdf or patients may contact a benefit Advocate at the hospital where they receive care to receive assistance in determining qualifications for financial assistance.

Benefit Advocates can also provide free copies of the Financial Assistance Policy, Application, and Plain Language Summary for your review. Please contact or visit our Patient Financial Service Department for the following locations:

Saint Alphonsus Medical Center – Baker City
(541) 523-6461

Saint Alphonsus Medical Center – Ontario
(541) 881-7035

Saint Alphonsus Medical Center – Baker City
(208) 463-5538

Saint Alphonsus Regional Medical Center – Boise
(208) 367-3770

Saint Alphonsus Medical Group
(208) 367-5170

Saint Alphonsus Medical Center – Baker City
3325 Pochahontas Road
Baker City, Oregon 97814
(541) 523-6461

Saint Alphonsus Medical Center – Ontario
351 SW 9th Street
Ontario, Oregon 97914
(541) 881-7000

Saint Alphonsus Medical Center – Nampa
4300 E Flamingo Avenue
Nampa, Idaho 83687
(208) 205-1000

Saint Alphonsus Regional Medical Center – Boise
1055 N Curtis Road
Boise, Idaho 83706
(208) 367-2121

SaintAlphonsus.org/about-us/community-benefit/

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Saint Alphonsus
A Member of Trinity Health