

# This is our legacy —helping people, improving health

## Unmatched in meeting community needs

Creating a legacy of health for our community and our world — as a locally owned, nonprofit health system, this is our reason for existing, this is why we are here.

We seek to do so through outstanding medical care. Also through a range of community service efforts that is unmatched in the region.

From providing charity care to giving office space to other organizations, from teaching parents how to use child safety car seats to volunteering in disaster relief, Legacy helps in countless ways.

This chart offers highlights (see details on the other side).



<b>Providing health care to people who can't pay</b>
<i>Overall community benefit: about \$266 million annually</i>
We provide almost one-third of the charity care in the Portland metro area. We provide a higher percentage of charity care than any health system in the region.
In 2014 the cost to Legacy of care for those who cannot afford health care was \$266 million. A decade earlier, the cost was \$40 million.
We help hundreds of low-income patients yearly obtain medications.
We support Central City Concern, which provides homeless or low-income people a place for basic medical care. This arrangement frees hospital beds and our emergency departments for those who need them.
<b>Collaborating to improve community health</b>
<i>Overall community benefit: about \$4.5 million yearly</i>
Legacy maintains a \$10 million fund, the Community Health Fund, designated for major health initiatives in the Portland-Vancouver area.
Nearly 20 percent of U.S. children and adolescents are obese; about half of all children of color will acquire diabetes at some time. One of our projects was to teach cooks at a day care center how to cook healthier meals because many children eat their meals at the center.
About half of all African-American students don't graduate from high school; people with low education tend to have poorer health. We support Self Enhancement, Inc., an organization helping at-risk African-American youth graduate high school.
Sometimes, even when Legacy donates hospital care, patients are unable to find a physician specialist willing to treat the patient for free or reduced fees. To help, we collaborate with Project Access NOW, which connects uninsured patients to providers at no charge.
<b>Promoting health, medical education and injury prevention</b>
<i>Overall community benefit: tens of thousands of people</i>
Some 17,000 people a year attend Legacy's classes and tours — offered at minimal or no cost.
We distribute and fit more than 11,000 low-cost bicycle and snowboard helmets a year.
\$17.1 million: the cost of medical research and medical education Legacy donated in 2012
Car safety seats are about 70 percent effective in reducing fatalities and hospitalization for children. Legacy sponsors car safety seat clinics and teaches new parents how to install the seats. In 2010 we checked 900 safety seats and recycled 1,500.
More than 300 students annually attend our Teen Athletes Cardiac Screening event.
We sponsor Healthy Kids' Fairs for children at four of our campuses; thousands of kids a year learn about safety and health with their parents and families.
Legacy has taken the lead in preventing window falls for children. Our Safety Store has products that prevent windows from opening more than 4 inches.
For more than 50 years, Legacy has been offering "Clinical Pastoral Education," teaching ministers to work in a hospital or medical setting.
<b>Serving as a good community member</b>
<i>Overall community benefit: incalculable</i>
Legacy sponsors almost a dozen free flu shot clinics for low-income and uninsured seniors, and homeless adults.
More than a third of adults have poor "health literacy." They don't understand basic health information from their doctors and nurses, and often have poor health. Legacy has taken a regional lead in calling attention to this issue, sponsoring an annual conference for health care professionals and local organizations.
We have employees represent us on more than 110 nonprofit boards and committees.
Legacy employees take more than 760 hours of community service leave a year to volunteer for local nonprofit organizations.
Legacy hospitals feature healing gardens that offer solitude and comfort to patients. The gardens are open to the public; we also have a cooperative neighborhood garden on the campus of Legacy Emanuel Medical Center.





Providing health care to people who can't pay

Legacy has long cared for those without resources.

It is one of the most important things we do for the community. In our most recent fiscal year, we provided \$230 million in services for people who were uninsured or underinsured.



That amount is roughly one-third of the charity care in the Portland-Vancouver area, and we offer a higher percentage of charity care of our total business than any other metro health system.

Other examples of care for the disadvantaged:

- A midwifery clinic for low-income women
- Collaboration with Central City Concern to provide care for homeless patients discharged from the hospital
- Free glaucoma and eye disease screenings; free and low-cost eye care
- Clothing for homeless and low-income patients who lack adequate clothing
- Some \$24,500 a year to help low-income burn patients buy compression garments that aid in healing

Even hard-working people can struggle

Things were coming together for Jim and Janis (names have been changed). They had used every dime they had to buy property.

Then, in torrents, came the bad breaks. Janis was diagnosed with cancer; she missed work and lost her job. They then found themselves caring for their two young grandchildren.

They had no health insurance, and Jim's wage was small compared with the needs.

Janis, who had worked all of her life and never asked for charity, came to Legacy's social workers for help. Legacy covered all the treatment costs.

"Thank you so much," Janis said in tears to the Legacy staff. "Thank you so very much."

Collaborating to improve community health

The doctors, nurses and other professionals at Legacy Health do amazing work. Offering extraordinary health care, however, is only one way to create a healthy community.

Medical care influences only about 20 percent of a person's health status; also important are socio-economics and lifestyle.

Legacy addresses health issues from a broader perspective — working to reduce illiteracy, obesity and homelessness.

We know we can't do it alone. We find it is even more effective when we collaborate with other organizations to help improve health in the community.

**Community Health Fund**

Many of our most significant collaborative efforts stem from the \$10-million Legacy Community Health Fund, for major health initiatives. Among the projects we have funded to assist other groups (more than 56 percent of the projects have been focused on communities of color) are these:

**Community Action Agency of Washington County Opening Doors/New Parent Network** — low-income uninsured women are connected at no cost to prenatal care

**A Healthy Community Starts with Youth: Preventing Obesity** — Designed by the African American Health Coalition in collaboration with the Peninsula Children's Center, New Seasons Market and the Food Bank of Oregon, this program works to reduce risks of obesity.

**Children's Community Clinic/Direct Impact** — nonprofit safety net clinic serves North and Northeast Portland children, primarily children of color

**Las Hermanas** — Hispanic young women gain self-esteem and confidence through leadership and health education training, with the goal to increase school retention and decrease teen pregnancy.



**Human Solutions: Rent Transition Assistance** — Rent assistance and case management services move 40 families annually out of motels into housing.

**Neighborhood House: Midmino Family Resource Project** —

A human service program for African refugees and immigrants, Midmino increases family involvement in schools.

Other collaborations

Here are some of the organizations with which we have a partnership or provide financial contribution or other assistance.

**African American Health Coalition** — wellness for African Americans

**Assistance League** — clothing and other items for victims of sexual assault and domestic violence for patients in our emergency departments

**Cascade AIDS Project and Partnership Project** — services for HIV/AIDS patients

**CARES Northwest** — medical program for children suspected of being victims of child abuse

**Centering Pregnancy** — March of Dimes program offers group sessions for at-risk pregnant women

**Children's Cancer Association** — programs and resources for seriously ill children and their families

**Clark County Health Department** — improving access to health care for vulnerable populations

**Colon Cancer Coalition** — increase awareness and screening for colon cancer

**Columbia River Mental Health** — behavioral health services

**Community Action Organization of Washington County** — social and housing services to help people overcome poverty

**Community Warehouse** — furnishings for people moving into permanent housing

**De Paul Treatment Center** — alcohol and drug treatment

**Donate Life Northwest** — promoting organ donations

**Familias en Acción** — culturally specific support care for Latinos with cancer; health equity for Latinos

**Free Clinic of Southwest Washington** — free care for low-income, uninsured

**Lifeworks Northwest** — mental health and family support services

**National Association for the Mentally Ill** — education and awareness about mental illness

**Native American Youth & Family Services (NAYA)** — help for Native American families

**Oregon Impact** — community education, prevention and awareness activities to stop individuals from driving under the influence

**Project Access NOW** — connecting low-income, uninsured patients to providers at no charge

**Self Enhancement, Inc. (SEI)** — supporting at-risk African-American urban youth

**Transition Projects** — transitioning the homeless into permanent housing

**Wallace Medical Concern** — care for uninsured and underinsured

National organizations:

- Juvenile Diabetes Research Foundation
- Komen Race for the Cure
- Leukemia & Lymphoma Society
- Loaves & Fishes
- March of Dimes
- Medical Teams International
- Ronald McDonald House Charities
- Urban League of Portland



Bringing magic to difficult days

Regina Ellis' story breaks your heart. And warms it.

In 1993 her daughter, Alexandra, was diagnosed with cancer. Despite the care from Randall Children's Hospital at Legacy Emanuel for more than two years, Alex died at age 5.

"Alex was an incredible spirit," Ellis says. "She taught us that kids need more than medicine to survive. We found that even the best medical care cannot provide for the many non-medical needs of families with a seriously ill child."

Honoring Alex's death and her life, the Ellis family created the Children's Cancer Association. The CCA, which has a resource center at Randall Children's Hospital, brings music and friendship to children, along with resources to families. The CCA serves kids facing life-threatening illnesses in Oregon, Southwest Washington and nationwide.

The CCA is a shining example of how Legacy collaborates with groups to provide innovative and important services to patients and families.

"We have had the privilege to partner with Legacy in a very powerful way," Ellis says. "When seriously ill children and their families need more than medicine, we bring hope, possibility and a little magic to some of the most difficult days families will ever face."



Promoting health, medical education and injury prevention

This category encompasses a range of education-related efforts that are vitally important to the community's health, whether preventing serious injuries, offering health education classes or training doctors, nurses and other professionals.

**Injury prevention**

Legacy is a national leader in promoting injury prevention. Here are some of our major safety programs:

**Legacy Trauma Nurses Talk Tough (TNTT)** — Developed in 1986 by Legacy trauma nurses who wanted to put an end to the carnage they saw from unnecessary risks, TNTT has helped save countless lives. Partnerships with courts and law enforcement strengthen the efforts. TNTT received the prestigious American Hospital Association NOVA Award in 2007 for its work.

TNTT programs, which reach 56,000 people each year in Oregon, help people take control of the risks in their lives by teaching ways of changing behavior. The components:

- Court-ordered classes are given for drivers charged with DUII, unsafe driving and other risky behaviors.
- Family education programs help parents and their children learn healthy behaviors.
- Resources for Parents are tools to help teach teens safe and responsible driving habits.
- School programs teach young people how to avoid risk.
- In the past two decades, the advocacy of TNTT has influenced the Oregon state legislature and resulted in the passage of numerous laws. Examples of TNTT-supported legislation, now law:
  - Oregon is the only state that requires kids under age 16 to wear helmets while on scooters, skateboards and rollerblades.
  - All motor vehicle operators and passengers must be properly secured with a safety belt or safety harness.
  - All motorcycle riders must wear helmets.
  - Children under age 18 are not allowed to ride in the beds of pickup trucks.
  - Children must be restrained in a booster seat until age 8 and/or they are 4 feet, 9 inches tall.

**Legacy Safety Store and Resource Center** — A unique resource to help with safety in the home for children and others, the Safety Store, in the atrium of Legacy Emanuel Medical Center, offers a variety of below-retail cost safety products, hands-on practice and one-on-one education.

We are a leader in promoting window safety; the "Stop at 4" campaign helps families prevent children from falling out of windows. Our Safe Escape Program helps parents develop an emergency evacuation plan for kids with disabilities. The Safety Store sells safety products at affordable prices: appliance locks, baby safety gates, gun locks, and window stops and guards.

**The Period of Purple Crying** — Shaken baby syndrome is a form of child abuse that can damage a baby's brain. Legacy provides a class that helps parents of newborns cope with the often-difficult first three to five months of a newborn's life.

**Car Seat Safety** — Car safety seats are about 70 percent effective in reducing death and hospitalization for children. However, most car seats are not properly installed. Legacy offers car seat safety clinics to help parents learn how to use the seats. We have a coordinator for car seat safety and a special safety vehicle to demonstrate the use of safety seats.



Car seat safety for children. Always.

Vehicle crashes are the No. 1 cause of death and injury to kids of all ages, from toddlers to teens. Tammy Franks will never forget the day she learned the child-safety lesson. "We were in a minivan, with my small children," says Tammy, a mother of two. "And we were hit by a car going 55 miles per hour. Both vehicles were totaled.

"It was terrifying," she says. "Every day, I'm thankful my children were in their safety seats and walked away from the accident. The lesson is always, always use safety seats and safety belts."

Inspired by the incident, Tammy now serves as coordinator of Legacy's Child Passenger Safety Program, which conducts clinics to help parents properly use safety seats. "The seats in automobiles were designed for adults, not children," she says. "So children need booster seats and infants need car seats. Always."

**Helmet Safety** is a program in which discounted helmets are provided by grants from Legacy Health Foundations, Legacy's doctors and Legacy Trauma Nurses Talk Tough. While helmets are critical, equally important is the fitting, ensuring that they do not fall off when in a crash. Trained volunteers work at community events, fitting each helmet onto the person planning to wear it.

**Legacy Oregon Burn Center Outreach** — We offer free classes in Oregon and Southwest Washington to first responders, utility workers and hospital professionals on the care, treatment and prevention of burn injuries. All course handouts, other materials and the teaching are provided free. Examples:

- Education on Electrical Injuries is a one-hour class that focuses on electrical injuries to reinforce safe work practices.
- The Prevention of Burn Injuries Class, ideal for middle school and high school groups, presents information about common causes of burn injuries, how to prevent burn injuries in the house and basic first aid.

Community health education

Good health, wellness and safety are not only part of our business, they are our passion. We share our knowledge with the community to create better health. Among our many offerings:

**What About Boys** — a talk about boys' development, learning style and social pressures

**Know Your Numbers** — a personalized measurement and analysis of blood pressure, cholesterol levels, blood glucose and body fat

**Driver Safety** — a refresher course on driving for seniors and people of all ages

**End of Life Ethics** — addressing issues at the end of life

**Heartsavers CPR and AED** — for lay rescuers responsible for providing CPR

**Protecting Children from Sexual Abuse** — practical steps to protecting children



Medical education

Legacy Heath has a proud history of training doctors, nurses and other professionals. We have a robust program for training doctors in the field of internal medicine at our Legacy Good Samaritan and Legacy Emanuel medical center campuses.

The benefit to the community is that it brings more doctors into the hospitals at no cost to the patients. Moreover, because many of the physicians choose to remain in the metropolitan area, it adds to the number of highly trained doctors in our community to meet medical needs.

Legacy is proud to provide health professional education for more than 25 different fields, including:

- Clinical Pastoral Education
- Nursing students from 14 schools, including the Linfield School of Nursing on the Legacy Good Samaritan campus
- Continuing Medical Education for physicians in practice
- Pharmacy residency
- Podiatry residency



- Radiology technology
- Medical laboratory technology
- Social work
- Occupational and physical therapy

Our costs for the training nursing students and other students are about \$13.7 million a year.

Also, through Legacy Research Institute, we conduct extensive medical research. Each year we spend about \$2.76 million that is not supported by grants or other funding.

Serving as a good community member

We use the word "community" often when discussing how Legacy helps this place we all call home. "Community" can mean the world community, the regional one, the metropolitan one and the local one, our neighbors. Here are some of the ways we help those around us.

- Provide land at no charge for a community cooperative garden on a hospital campus
- Allow free parking on the weekend at some of our facilities
- Participate in numerous local community health fairs
- Offer weight-loss incentives for employees (ongoing Weight Watchers classes, reimbursement for the cost of weight-loss programs and discounts for fitness club membership)
- Accept philanthropic gifts to sustain our services, programs and facilities. Through donors' generosity, we are able to provide the finest care and help every patient who comes through our doors. Support also covers the cost of healing gardens, essential programs, new technology and groundbreaking research.
- Sponsor and partner with the Lloyd Center mall on "Legacy Funland," a health-focused play area
- Offer conference rooms to public sector and nonprofit organizations at no charge
- Provide job shadow experiences, classroom speakers, tours and other events for partner high schools
- Run YES (Youth Employment in Summer), which offers summer employment at Legacy for African-American, Hispanic and Native American youth, along with college scholarship money. Several of the YES students have become full-time employees at Legacy.

- Give Legacy staff paid time off to assist in disasters, whether locally or around the world
- Sponsor or participate as teams in several charity walks or running events



- Participate in Worship in Pink, which promotes breast cancer screening to women of color
- Offer free flu shot clinics for low-income and uninsured seniors and homeless adults
- Participate in the following associations:
  - African American Chamber of Commerce
  - Oregon Association of Minority Entrepreneurs
  - Hispanic Metropolitan Chamber
  - Local chambers of commerce
- Offer the Food Rescue program in partnership with Trinity Episcopal Cathedral, providing wholesome, excess food from one of our hospitals to homeless people
- Partner with Portland Parks and Recreation for tours of our healing gardens and guided walks
- Provide financial contribution and partnership with Partners in Diversity, as well as host a "Say Hey" event annually to help recruit, retain and support professionals of color
- Sponsor a health literacy conference convening representatives from the community to promote better communication between medical providers and patients, thereby improving health outcomes and reducing health disparities

Better communication. Better health.

The health care industry is becoming aware that many patients cannot, or do not, fully understand what they are told or what they read about their treatment. The result is not just a communication problem, but a health issue.

"When patients are not able to follow what their doctor or nurse tells them, they often can't reach the level of health and healing we want them to," says Jennifer Ramerman, a quality improvement specialist with Legacy Medical Group. "This is a really important subject if we want to improve the health of our community."

Legacy Health has begun tackling the topic, known as health literacy, sponsoring a regional conference that has sparked other efforts across the system to improve the way we talk to patients.

Ramerman is involved in helping Legacy Medical Group's medical assistants use the practice of "teach back." Teach back is a way to make sure that the patient understands the provider's instructions. It works by asking the patient to explain what they just heard.

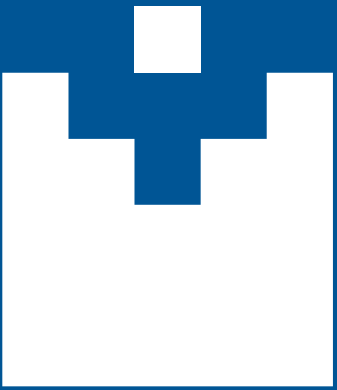
"To the staff, it is so eye-opening," Ramerman explains. "When they talk with patients using teach back, they can see the understanding."

- Sponsor the Legacy Health Diversity Advisory Council, which focuses on strengthening our workforce diversity, supporting our diverse community and providing culturally competent care. Legacy Employee Resource Groups, convened by racial and ethnic or cultural identity, plan activities to raise awareness within Legacy and the broader community.
- Sponsor weekly summer farmers markets on all of our hospital campuses
- Participate in and sponsor Pacific Northwest Diabetes Week
- Have more than 2,800 people who volunteer more than 200,000 hours at our hospitals
- Support employees who volunteer in the community, giving them paid time off to do so
- Have partnerships with many schools and educational organizations, including:
  - Clark College Foundation
  - Gresham Barlow School District Foundation
  - Lake Oswego School District
  - Mt. Hood Community College Foundation
  - Oregon Independent College Foundation
  - Portland Community College Foundation
  - Portland Schools Foundation
  - Tigard Tualatin School District Foundation
  - Vancouver School District Foundation



Our mission

Our legacy is good health  
for our people, our patients,  
our communities and our world.



LEGACY  
HEALTH

EMANUEL Medical Center

GOOD SAMARITAN Medical Center

MERIDIAN PARK Medical Center

MOUNT HOOD Medical Center

SALMON CREEK Medical Center

RANDALL CHILDREN'S HOSPITAL Legacy Emanuel

LEGACY MEDICAL GROUP

LEGACY LABORATORY

LEGACY RESEARCH

LEGACY HOSPICE