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Adventist Health Overview

Tillamook Regional Medical Center is an affiliate of Adventist Health, a faith-based, nonprofit integrated health system serving more than 80 communities on the West Coast and Hawaii.

Adventist Health entities include:

- 20 hospitals with more than 3,200 beds
- More than 280 clinics (hospital-based, rural health and physician clinics)
- 13 home care agencies and seven hospice agencies
- Four joint-venture retirement centers
- Compassionate and talented team of 35,000 associates, medical staff physicians, allied health professionals and volunteers

We owe much of our heritage and organizational success to the Seventh-day Adventist Church, which has long been a promoter of prevention and whole person care. Inspired by our belief in the loving and healing power of Jesus Christ, we aim to bring physical, mental and spiritual health and healing to our neighbors of all faiths. Every individual, regardless of his/her personal beliefs, is welcome in our facilities. We are also eager to partner with members of other faiths to enhance the health of the communities we serve.

Our commitment to quality health care stems from our heritage, which dates back to 1866 when the first Seventh-day Adventist health care facility opened in Battle Creek, Michigan. There, dedicated pioneers promoted the “radical” concepts of proper nutrition, exercise and sanitation. Early on, the facility was devoted to prevention as well as healing. They called it a sanitarium, a place where patients—and their families—could learn to be well.

More than a century later, the health care system sponsored by the Seventh-day Adventist Church circles the globe with more than 170 hospitals and more than 500 clinics, nursing homes and dispensaries worldwide. And the same vision to treat the whole person—mind, body and spirit—continues to provide the foundation for our progressive approach to health care.

**OUR MISSION:**
Living God’s love by inspiring health, wholeness and hope.

**OUR VISION:**
We will transform the health experience of our communities by improving health, enhancing interactions and making care more accessible.
Dear Friends and Colleagues,

Living WELL is a key focus of the health care services provided by Adventist Health throughout Tillamook County and into Lincoln County.

More than just a catch phrase, Living WELL seeks health for the whole person—physical, mental and spiritual. It promotes positive lifestyle choices that support optimal health, prevent or reverse illness and effectively manage chronic disease.

Through the Community Health Needs Assessment process completed September of 2016, we looked at what the clinical and demographic data showed were top areas of concern for Tillamook County. Then we, factored in what the community said about their health needs and priorities through the Columbia Pacific Coordinated Care Organization (CCO) survey. The four key areas identified through this process are:

1. Access to Healthcare  
2. Chronic Disease Prevention  
3. Behavioral Health  
4. Children’s Health

This Community Health Plan outlines the interventions Adventist Health will be taking in the coming year and beyond to address these four focus areas in order to promote Living WELL to those we serve. In some of these interventions, Adventist Health is the community leader; in others, we are active partners with community groups and organizations. Our ultimate goal is to help create a healthier, more vibrant and resilient community.

May you enjoy Living WELL,

David Butler, MBA  
President
Hospital Identifying Information

Number of Beds: 25

Mailing Address: 1000 Third Street  Tillamook, Oregon  97141

Contact Information:  David Butler, President
Joyce Newmyer, Chair, Governing Board

Existing healthcare facilities that can respond to the health needs of the community:

Manzanita Primary, Specialty and Urgent Care
Manzanita, Oregon

Tillamook Medical Plaza
Tillamook, Oregon

Women’s and Family Health
Tillamook, Oregon

Bayshore Medical – Pacific City
Pacific City, Oregon

Bayshore Medical – Lincoln City
Lincoln City, Oregon
Community Health Development Team

Eric Swanson, MBA, FACHE, NRP
Executive Director, Strategy & Business Development
CHNA/CHP Contact

Melody Ayers, CFRE
Philanthropy Director
Community Benefits Contact

Katie Moncrief
Executive Assistant
CBISA Contact

CHNA/CHP contact:
Eric Swanson, MBA, FACHE, NRP | 503-815-2106 phone | Eric.Swanson@ah.org
Executive Director, Strategy & Business Development
1000 Third Street  Tillamook, Oregon  97141
Request a paper copy from Administration/President’s office. To provide comments or view electronic copies of current and previous community health needs assessments go to: https://www.adventisthealth.org/about-us/community-benefit/
Invitation to a Healthier Community

Fulfilling Adventist Health’s Mission

Where and how we live is vital to our health. We recognize that health status is a product of multiple factors. To comprehensively address the needs of our community, we must take into account health behaviors and risks, the physical environment, the health system, and social determinant of health. Each component influences the next and through strategic and collective action improved health can be achieved.

The Community Health Plan (Implementation Strategy) marks the second phase in a collaborative effort to systematically investigate and identify our community’s most pressing needs. After a thorough review of health status in our community through the Community Health Needs Assessment (CHNA), we identified areas that we could address through the use of our resources, expertise, and community partners. Through these actions and relationships, we aim to empower our community and fulfill our mission, “Living God’s love by inspiring health, wholeness and hope.”

Identified Community Needs

The results of the CHNA guided the creation of this document and aided us in how we could best provide for our community and the most vulnerable among us. As a result, Tillamook Regional Medical Center has adopted the following priority areas for our community health investments for 2017-2019:

- Access to healthcare
- Chronic disease prevention (with an emphasis on senior care)
- Behavioral health (with an emphasis on substance abuse treatment)
- Children’s health

Additionally, we engage in a process of continuous quality improvement, whereby we ask the following questions for each priority area:

- Are our interventions making a difference in improving health outcomes?
- Are we providing the appropriate resources in the appropriate locations?
- What changes or collaborations within our system need to be made?
- How are we using technology to track our health improvements and provide relevant feedback at the local level?
- Do we have the resources as a region to elevate the population’s health status?

Building a healthy community requires multiple stakeholders working together with a common purpose. We invite you to explore how we intend to address health challenges in our community and partner to achieve change. More importantly though, we hope you imagine a healthier region and work with us to find solutions across a broad range of sectors to create communities we all want for ourselves and our families.
### 2018 Community Benefit Update

In 2016, Tillamook Regional Medical Center, conducted a community health needs assessment and was followed by a 2017 Community Health Plan (Implementation Strategy) that identified the priority needs listed below. The prioritized needs were chosen based on community health data and the voices of our community. Working together with our community is key to achieving the necessary health improvements to create the communities that allow each member to have safe and healthy places to live, learn, work, play, and pray. Below you will find an inventory of additional interventions supporting the health of our communities.

**Priority Need - Access to Healthcare**

<table>
<thead>
<tr>
<th>Intervention</th>
<th>Number of Community Members Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide uninsured patients with assistance for obtaining health insurance information and/or coverage and access to financial assistance as needed, through clinic care coordinators and financial counselors.</td>
<td>971 individuals were assisted in obtaining health insurance.</td>
</tr>
<tr>
<td>Dental Van: Free mobile dental clinic for those in need of urgent dental services:</td>
<td>21</td>
</tr>
<tr>
<td>Doc Talks: Monthly health seminars on various health topics presented by local health care providers. Talks are located at either local library or at the hospital. Healthy snacks are provided and each talk is recorded by videographer and aired on local access channel and online.</td>
<td>25,000</td>
</tr>
<tr>
<td>No cost Vaccination Van for adults and children</td>
<td>30</td>
</tr>
<tr>
<td>No cost prescription drug program.</td>
<td>154</td>
</tr>
<tr>
<td>Conducted monthly grief support groups in Manzanita and Tillamook</td>
<td>293</td>
</tr>
<tr>
<td>Conducted monthly Alzheimer’s support group for caregivers.</td>
<td>43</td>
</tr>
</tbody>
</table>
Intervention: Provided Nurse Navigator service for Oncology patients.

Number of Community Members Served: 1,737

**Partners**
- Medical Teams International
- Tillamook County Sheriff’s Office

**Impact**

<table>
<thead>
<tr>
<th>Objective</th>
<th>Baseline Measurement</th>
<th>Performance Target</th>
<th>Indicator</th>
<th>Data Source</th>
<th>2018 Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase availability and access to health care.</td>
<td>% of persons with health insurance.</td>
<td>100% of persons are insured.</td>
<td>Insurance coverage</td>
<td>Patients</td>
<td>971</td>
</tr>
<tr>
<td></td>
<td>% of persons with a medical home.</td>
<td>85% of persons assigned to a medical home</td>
<td>Access to a Primary Care Provider</td>
<td>Patients</td>
<td>96% assigned a medical home</td>
</tr>
<tr>
<td>Increase in Urgent Care Utilization</td>
<td>Urgent Care visits</td>
<td>Increase Urgent Care utilization by 5%</td>
<td>Urgent Care visits</td>
<td>EPIC</td>
<td>17,191 visits (4.8% increase)</td>
</tr>
<tr>
<td>Expand Urgent Care hours</td>
<td>Urgent Care hours at the Plaza</td>
<td>Expand to cover 26 hours/week</td>
<td>Urgent Care hours</td>
<td>Internal</td>
<td>Complete</td>
</tr>
</tbody>
</table>
Priority Need - Chronic disease prevention

Intervention: Partner with Tillamook County Wellness to provide education on diabetes. Tillamook Regional Medical Center made a donation to Tillamook County Wellness in 2018 of $30,000 for education and other program work on diabetes.

Number of Community Members Served: 25,000

Intervention: Community Paramedic program conducts home visits for patients who are identified by case managers and care coordinators as being at risk for readmission.

Number of Community Members Served: 618

Intervention: Complete Health Improvement Program (CHIP) lifestyle wellness classes offered to community members.

Number of Community Members Served: 33

Intervention: Serving Up Hope community dinner for those who are homeless and food insecure.

Number of Community Members Served: 1,433

Intervention: Purchase of RetinaVue cameras for The Rinehart Clinic and Tillamook County Community Health Centers.

Number of Community Members Served: 25,000

Intervention: Sponsorship of early morning warm therapy pool time at Tillamook Family YMCA to enhance physical activity for people with chronic health limitations.

Number of Community Members Served: 600

Partners

- Tillamook County Wellness
- Tillamook Seventh-day Adventist Church
- The Rinehart Clinic (FQHC)
- Tillamook County Community Health Centers (FQHC)
- Tillamook Family YMCA
Impact

<table>
<thead>
<tr>
<th>Objective</th>
<th>Baseline Measurement</th>
<th>Performance Target</th>
<th>Indicator</th>
<th>Data Source</th>
<th>2018 Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase chronic disease care management</td>
<td>Number of patients with chronic disease management plans</td>
<td>100% of patients with chronic disease also have a care management plan</td>
<td>Number of care management plans</td>
<td>EPIC</td>
<td>357 care plans</td>
</tr>
<tr>
<td>Increase access to specialty care services</td>
<td>Number of patients who had specialty clinic visit</td>
<td>Increase number of patients by 10%</td>
<td>Patient visits</td>
<td>Program data</td>
<td>15,801</td>
</tr>
<tr>
<td>Increase the number of community wellness programs</td>
<td>Annual number of programs and participants</td>
<td>Increase number of programs and participants by 10%</td>
<td>Programs and participants</td>
<td>Program data</td>
<td>33 (20% decrease)</td>
</tr>
</tbody>
</table>

Program Highlight

Reducing Diabetes Complications Around Tillamook County

Adventist Health Tillamook has taken a new step to reduce the risk of diabetic complications in Tillamook County. The Rinehart Clinic and Tillamook County Community Health Centers each have received a Welch Allyn RetinaVue eye imager that was donated through the medical center's community benefit program to aid in the early detection of diabetic retinopathy.

Diabetic retinopathy is a disease that damages the blood vessels of the eye's retina. The National Eye Institute estimates 40 to 45 percent of people with diabetes develop some amount of diabetic retinopathy. Because early stages of the disease often have no symptoms, only about half of sufferers are aware they have the condition. Early detection and treatment decreases reduces the risk of blindness by 95%.

With the medical center's donation, combined with the RetinaVue units already in Adventist Health Tillamook clinics, Tillamook residents have easy access to retinopathy screening in their primary care office. "It will make such a difference to our patients with diabetes to be able to have their diabetic retinal exams right here at Rinehart Clinic without having to travel to another facility," says Gail Nelson, Rinehart Clinic CEO. "We are grateful to Adventist Health for providing us with this important technology and look forward to continuing our partnership focused on improving the health of the Tillamook County community."

Nearly 12 percent of residents in Tillamook County have been diagnosed with Type 2 diabetes. Many more are not yet diagnosed or are at risk of developing the disease, including an increasing number of young people.
This means a large number of the county's residents are at risk of diabetic retinopathy, which can lead to blindness if undiagnosed and untreated.

"Adventist Health's donation of Retinavue cameras to our clinics allows us to provide even better care to our patients diagnosed with diabetes," says Marlene Putman, Tillamook County Community Health Centers administrator. "A diabetes diagnosis can be scary. This new tool provides an added sense of security by allowing us to detect eye care needs early and to streamline care coordination between the patient's primary care provider and their eye doctor."

Community benefit donations like this are one way that Adventist Health lives out its mission of healing and hope. "Our mission is to live God's love by inspiring health, wholeness and hope. What better way to inspire wholeness than to help diabetic patients get early detection of eye disease, which in turn gives them the best chance of preventing blindness?" says David Butler, Adventist Health Tillamook president.

Photo Captions:

Tillamook County Community Health Centers (L to R): Dr. Lisa Steffey, TCCHC Medical Director; David Butler AHTM president; Marlene Putman, TCCHC administrator

Rinehart Clinic (L to R): David Butler AHTM president; Gail Nelson, Rinehart CEO
Donation to Tillamook County Wellness

Nearly 12 percent of residents in Tillamook County have been diagnosed with type 2 diabetes. Many more are not yet diagnosed or are at risk of developing the disease including an increasing number of young people. The risk factors for diabetes are like those of other chronic diseases including heart disease, high cholesterol and obesity.

“It is our privilege to partner with Tillamook County Wellness in this initiative,” said David Butler, president of Tillamook Regional Medical Center. “Prevention of chronic disease including type 2 diabetes is one of our top priorities. Reducing the risk of type 2 diabetes will have a dramatic positive effect on the population of Tillamook County and the health benefits will extend to other chronic diseases as well. Our vision,” said Butler, “is that these funds will inspire wellness and support community-based efforts to reverse diabetes and improve the quality of life in our community.”

“These funds will help us not only change community norms and environments to shape health outcomes, but they will also help us measure the impact of our efforts, so we can invest in areas we know will reduce disease risk for our residents,” said Michelle Jenck, Tillamook County Wellness coordinator. “On behalf of the Tillamook County Community Health Centers I would like to express my gratitude to Tillamook Regional Medical Center for being such a strong partner in promoting health in Tillamook County. This is truly a collaborative effort. This donation demonstrates a clear commitment on the part of Adventist Health to helping reduce risk for type 2 diabetes in Tillamook County.”

Photo: Tillamook Regional Medical Center President David Butler and Mary Faith Bell present a check for $30,000 to Tillamook County Commissioners Bill Baertlein, Tim Josi and David Yamamoto
Priority Need - Behavioral Health

Intervention: Provide Wellspring respite care for patients with cognitive impairment who reside in community care settings. The program is held at the Tillamook SDA church.

Number of Community Members Served: 137

Intervention: Provide comprehensive medical and behavioral health care to inmates lodged in the Tillamook County Jail.

Number of Community Members Served: 342

Intervention: Optimize Your Brain Classes: 7 Week class to cover principals of understanding brain function and how lifestyle behaviors will benefit you.

Number of Community Members Served: 7

Intervention: $10,000 payment on three-year $25,000 pledge to help purchase building to house services for low-income population provided by CARE, Inc., Tillamook County’s anti-poverty agency.

Number of Community Members Served: 3,000

Partners

- Tillamook Seventh-day Adventist Church
- Tillamook County Sheriff’s Office
- CARE, Inc.

Impact

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<th>Data Source</th>
<th>2018 Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct screens on ED and Primary Care patients</td>
<td>Number of screens completed</td>
<td>100% of patients screened</td>
<td>Screens completed</td>
<td>Cerner / EPIC</td>
<td>100%</td>
</tr>
<tr>
<td>Increase access to behavioral health services in</td>
<td>Number of behavioral health providers</td>
<td>Add two (2) full-time providers</td>
<td>Providers hired</td>
<td>Medical affairs</td>
<td>2,298 patient visits</td>
</tr>
<tr>
<td>community</td>
<td>n/a</td>
<td>10 community members participate</td>
<td>Number of persons completing course</td>
<td>Program data</td>
<td>Six (6) participants</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>--------------------------</td>
<td>----------------------------------</td>
<td>------------------------------------</td>
<td>--------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Provide access to a community depression and recovery course</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Program Highlight

Wellspring: A Wonderful Opportunity

Wellspring Respite Day Center is a service of Adventist Health Tillamook that provides a day of rest for caregivers of those with cognitive or physical limitations.

One day at Wellspring, we welcomed a new couple: Sarah*, and her husband who has Alzheimer's. Like many family caregivers, Sarah struggled with feelings of guilt in seeking help to care for her loved one. Unfortunately, when caregivers neglect their own needs while caring for their loved one, it can be destructive to their health and wellbeing. It can also impact their ability to continue to care for their loved one.

After thinking about it for some time, Sarah brought her husband into our loving care, and we reassured her we would take very good care of him. As the Wellspring day progressed, he liked the activities and enjoyed the lunch, especially the dessert! It was beneficial for him to have new friends to talk to. At the end of the day, he had done well and was ready to go home.

As Sarah arrived to take her husband home, we reassured her that he had enjoyed his day. She smiled when we asked her how her day away went. She told us about how wonderful it had been to be able to just relax. She went on to relate that the night before had been very difficult. Her husband had been very restless and had kept her awake all night. The refreshing break Wellspring had provided her renewed energy.

“What a pleasure it is for me to hear the benefit Wellspring has brought to this family!” shares Mollie Reding, Faith in Action coordinator. “I would love to have many other caregivers in our Tillamook area take advantage of this wonderful opportunity to recharge and refresh their minds and bodies.”

(*names have been changed to protect privacy)
Priority Need  - Children’s health

Intervention:  Continue leadership of annual, communitywide Early Childhood Screening Fair (formerly Multi-modular Preschool Exams) provided at no cost to all Tillamook County children ages 2-6 years that screens 12 areas of health and development.

Number of Community Members Served:  78

Intervention:  Pediatric Services

Number of Community Members Served: 6,900 unique pediatric patients

Intervention:  Certified Athletic Trainer at Tillamook High School providing services to student athletes.

Number of Community Members Served:  11,375 contacts with student athletes

Partners

- Oregon Health & Sciences University
- Tillamook Regional Education Service District
- Tillamook High School

Impact

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<thead>
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<th>Indicator</th>
<th>Data Source</th>
<th>2018 Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct school readiness exams for Tillamook County children</td>
<td>Number of screens completed</td>
<td>100% of patients screened</td>
<td>Screens completed</td>
<td>Program data</td>
<td>78 children screened</td>
</tr>
<tr>
<td>Increase access to behavioral health services in community</td>
<td>Number of pediatric patients served in Primary Care setting</td>
<td>Increase number of pediatric patients by 10%</td>
<td>Pediatric patient visits</td>
<td>EPIC</td>
<td>6,900 children (14.8% increase)</td>
</tr>
</tbody>
</table>
Program Highlight

Early Childhood Screening Fair

Many thanks to the partners, sponsors and outstanding volunteers who came together to provide the annual Early Childhood Screening Fair that serves Tillamook County children ages 2-6 years with comprehensive health and development screenings at no cost to families regardless of their financial or insurance status.

During the two day screening fair, 78 children were screened with a total of around 160 issues identified for further follow up with professional services such as dental, vision, hearing, and other health needs. The screening fair was held earlier this year than in past years at the request of community partners to meet identified children’s health needs. One of the needs being addressed was to give busy families an opportunity to update immunizations prior to the school exclusion date in February.

Sponsors and donors include: Ashley Inn-Tillamook, City Sanitary Service, Country Media, Food Services of America (FSA), KTL/KMBD Radio, Community Individuals, AH Tillamook Employees, Tillamook RV and Werner Gourmet Snacks.

Along with: ARC of Tillamook County, Gary Anderson Fund, Neah-Kah-Nie and Tillamook School Districts, THS Charity Drive and Tillamook Creamery.

Partners include: Oregon Health & Science University, Northwest Regional ESD, Tillamook County Schools, Head Start, Tillamook County Health Department and OSU Extension.

Volunteers: more than 100 volunteers help run screening stations, including local children’s health and education agencies as well as professional student volunteers from OHSU, Elk's Children's Eye Clinic, and our own local nursing program.
Connecting Strategy and Community Health

As hospitals move toward population health management, community health interventions are a key element in achieving the overall goals of reducing the overall cost of health care, improving the health of the population, and improving access to affordable health services for the community both in outpatient and community settings. The key factor in improving quality and efficiency of the care hospitals provide is to include the larger community they serve as a part of their overall strategy.

Health systems must now step outside of the traditional roles of hospitals to begin to address the social, economic, and environmental conditions that contribute to poor health in the communities we serve. Bold leadership is required from our administrators, healthcare providers, and governing boards to meet the pressing health challenges we face as a nation. These challenges include a paradigm shift in how hospitals and health systems are positioning themselves and their strategies for success in a new payment environment. This will impact everyone in a community and will require shared responsibility among all stakeholders.

Population health is not just the overall health of a population but also includes the distribution of health. Overall health could be quite high if the majority of the population is relatively healthy—even though a minority of the population is much less healthy. Ideally such differences would be eliminated or at least substantially reduced.

Community health can serve as a strategic platform to improve the health outcomes of a defined group of people, concentrating on three correlated stages:
   1) The distribution of specific health statuses and outcomes within a population;
   2) Factors that cause the present outcomes distribution; and
   3) Interventions that may modify the factors to improve health outcomes.

Improving population health requires effective initiatives to:
   1) Increase the prevalence of evidence-based preventive health services and preventive health behaviors,
   2) Improve care quality and patient safety and
   3) Advance care coordination across the health care continuum.

Our mission as a health system is Living God’s love by inspiring health, wholeness and hope, we believe the best way to re-imagine our future business model with a major emphasis of community health is by working together with our community.