

Executive Summary

This is the Community Health Improvement Plan (CHIP) for 2023-2025 for Providence Newberg Medical Center (PNMC) in Newberg, Oregon.

- PNMC's service area is all of Yamhill County, with a population of over 108,000 people.
- In 2021, PNMC provided \$22,183,712 in community benefit to address unmet needs.
- The CHIP priorities were determined based on a Community Health Needs Assessment (CHNA) process that included quantitative and qualitative data collection.
- The priority areas PNMC will focus on for 2023-2025 are:
 1. Mental Health and Substance Use Disorders
 2. Health Related Social Needs
 3. Economic Security
 4. Access to Care and Services
- Three cross-cutting themes that affect all priority areas are:
 1. Racism, discrimination, and inclusion
 2. Culturally responsive care and services
 3. Trauma-informed care and services
- The CHIP was developed in collaboration with Yamhill County Public Health and Yamhill Community Care.
- It outlines specific initiatives, strategies, and measurable targets for each priority area to be implemented over the next three years.

Biggest Gaps in Service

1. Mental Health and Substance Use Disorder services: The report highlights this as a priority area, focusing on prevention and treatment. It mentions challenges in accessing care due to workforce shortages, lack of culturally responsive care, and affordability issues.
2. Access to Care and Services: This is listed as one of the four main priority areas, with a specific focus on chronic disease management and prevention, oral health, and virtual care. The report mentions physical, geographic, and systemic limitations as barriers to timely access to care and services.
3. Culturally Responsive Care: This is identified as a cross-cutting theme affecting all priority areas, suggesting a gap in providing care that is culturally appropriate and sensitive to diverse populations.
4. Oral and Vision Care: The report includes specific initiatives (Smile Everywhere and EyeVan Programs) to address gaps in access to oral and vision care for low-income, underinsured, and immigrant communities.
5. Services for Spanish-speaking populations: Several initiatives target Spanish-speaking communities, indicating a gap in services accessible to this population.

6. Behavioral Health Services in Emergency Departments: The report mentions a strategy to decrease ED utilization related to behavioral health, suggesting a gap in appropriate services for these needs outside of the ED setting.

7. Social Needs: The report emphasizes health-related social needs as a priority, including housing stability and food security, indicating gaps in addressing these social determinants of health.

Greatest Barriers to Care

1. Economic insecurity: This is highlighted as one of the main priority areas, affecting nearly every aspect of a person's life, including their ability to afford basic living expenses and obtain affordable education.

2. Health-related social needs: The report emphasizes issues such as housing instability, food insecurity, and transportation as significant barriers to health care.

3. Mental health and substance use disorder treatment access: The report mentions growing challenges in accessing care due to:

- Workforce shortages
- Lack of culturally responsive care
- Affordability issues

4. Access to care and services: The report cites physical, geographic, and systemic limitations as barriers to timely access to care and services.

5. Language barriers: Several initiatives target Spanish-speaking communities, indicating that language is a significant barrier to accessing health care for some populations.

6. Lack of culturally responsive care: This is identified as a cross-cutting theme affecting all priority areas, suggesting it's a significant barrier to effective health care for diverse populations.

7. Racism and discrimination: These are mentioned as cross-cutting themes, implying they create barriers to accessing and receiving appropriate health care.

8. Trauma: The need for trauma-informed care is highlighted, suggesting that unaddressed trauma is a barrier to effective health care.

9. Lack of affordable childcare: This is mentioned under economic security, potentially acting as a barrier to accessing health care services.

10. Transportation: While not extensively discussed, transportation is mentioned as part of health-related social needs, indicating it can be a barrier to accessing health care services.

The Unique Needs of the Community

1. Services for Spanish-speaking populations: The report emphasizes several initiatives specifically targeting Spanish-speaking communities, such as the Compartiendo Esperanza (Sharing Hope) Program and Promotores de Salud (Community Health Workers) training.

2. Rural health needs: While not explicitly stated, the service area includes all of Yamhill County, which likely has rural areas with specific health care access challenges.
3. Housing stability: The report mentions providing housing vouchers through the Patient Support Program, indicating a significant need for housing assistance in the community.
4. Food security: The report outlines initiatives to increase access to healthy foods in a culturally responsive manner.
5. Mental health and substance use disorder services: There's a focus on increasing access to these services, particularly for low-income adults and Spanish-speaking communities.
6. Culturally responsive care: This is highlighted as a cross-cutting theme, indicating a need for health care services that are sensitive to the diverse cultural backgrounds in the community.
7. Workforce development: The report includes initiatives to train community health workers, particularly from the Spanish-speaking community, suggesting a need for a more diverse healthcare workforce.
8. Oral and vision care for underserved populations: Specific programs (Smile Everywhere and EyeVan) are mentioned to address gaps in these services.
9. Trauma-informed care: This is identified as a cross-cutting theme, suggesting a significant need for health care services that are sensitive to the impacts of trauma.
10. Economic security: The report emphasizes the need for affordable childcare, education, and workforce development.
11. Addressing racism and discrimination: These are mentioned as cross-cutting themes, indicating a need to address these issues in healthcare delivery.
12. Emergency dental services: The report mentions a partnership with Medical Teams International to provide emergency dental care, suggesting this is a specific need in the community.

What the Hospital or CCO is Doing Well

1. Community Engagement: The hospital conducted a comprehensive Community Health Needs Assessment (CHNA) that included community listening sessions, stakeholder interviews, and a community health survey in both English and Spanish.
2. Collaborative Approach: PNMC is working collaboratively with Yamhill County Public Health and Yamhill Community Care Organization to address community health needs.
3. Significant Community Benefit: In 2021, PNMC provided \$22,183,712 in community benefit to address unmet needs.
4. Targeted Initiatives: The hospital has developed specific initiatives to address identified priority areas, such as:

- Better Outcomes thru Bridges (BOB) Program for mental health and substance use disorders
- Housing support through Patient Support Program vouchers
- Food security initiatives

5. Cultural Responsiveness: Several programs specifically target Spanish-speaking communities, showing an effort to provide culturally responsive care.

6. Workforce Development: The Promotores de Salud program aims to increase the capacity of culturally responsive Community Health Workers.

7. Partnerships: PNMC has established partnerships with various community organizations to extend its reach and impact, including Pacific University, Medical Teams International, and local churches.

8. Addressing Social Determinants of Health: The hospital is focusing on health-related social needs such as housing stability and food security.

9. Innovative Programs: Initiatives like the Smile Everywhere and EyeVan programs show efforts to address gaps in oral and vision care.

10. Comprehensive Planning: The Community Health Improvement Plan (CHIP) demonstrates a thoughtful, structured approach to addressing community health needs over a three-year period.

11. Transparency: The hospital makes its CHIP publicly available and provides a contact for feedback and requests for copies.

12. Financial Assistance: PNMC offers a Financial Assistance Program (FAP) that provides free or discounted services to eligible patients, demonstrating a commitment to serving all patients regardless of ability to pay.

Strengths of the Community

1. Community Engagement: The report mentions conducting listening sessions with 188 individuals from diverse communities, suggesting there is active participation from community members in health-related discussions.

2. Strong Community Organizations: The report lists several community partners, indicating the presence of active local organizations working to improve community health.

3. Cultural Diversity: The focus on Spanish-speaking populations and culturally responsive care suggests a diverse community that values its multicultural nature.

4. Volunteer Base: The Promotores de Salud program aims to train community members as Community Health Workers, suggesting there are community members willing to volunteer and engage in health promotion activities.

5. Collaborative Spirit: The involvement of multiple organizations (Providence Newberg Medical Center, Yamhill County Public Health, Yamhill Community Care) in the CHNA and CHIP process suggests a community that values collaboration.

Priorities**1. Mental Health and Substance Use Disorder:**

- Focus on prevention and treatment
- Addressing social isolation
- Community building related to safe spaces and recreation

2. Health Related Social Needs:

- Focus on housing stability
- Navigation of supportive services
- Food insecurity
- Transportation

3. Economic Security:

- Focus on affordable childcare
- Education
- Workforce development

4. Access to Care and Services:

- Focus on chronic disease management and prevention
- Oral health
- Virtual care

Additionally, the report identifies three cross-cutting themes that affect all four priority areas:

1. Racism, discrimination, and inclusion
2. Culturally responsive care and services
3. Trauma-informed care and services