Our Mission
As people of Providence, we reveal God’s love for all, especially the poor and vulnerable, through our compassionate service.

Our Core Values
Respect, Compassion, Justice, Excellence, Stewardship

Our commitment
As a not-for-profit health care ministry, Providence Health & Services in Oregon embraces our responsibility to respond to the needs of people in our communities, especially the poor and vulnerable. This commitment, this Mission rooted in God’s love for all, began with the Sisters of Providence more than 150 years ago.

Our commitment is why we reach out to a flood-ravaged community, or ensure excellent care for an uninsured patient with cancer, or partner with local nonprofits to help them put food on needy tables.

Our commitment is why we provided more than $145 million in community benefits in 2007, including more than $63 million in free care to our patients in need.

Asked what commitment means, Sister Lynda Thompson, her arms loaded with items left over from a Providence event that raised donations for a local charity, weighed the question. “The long haul,” she replied. “Endurance. And flexibility.”

“Commitment also involves community, and spirituality, and mutual support,” Sister Lynda added. Soon, with a smile, this Mission leader at a Providence hospital was off to the next task at hand.

At Providence, we are indeed in this for the long haul.

Cover photo:

Russ Danielson
Vice President and Chief Executive, Providence Health & Services, Oregon Region

Elizabeth McCabe
Chief Mission Integration Officer, Providence Health & Services, Oregon Region
A young life’s potential emerges

After moving into the house on a quiet Newberg street in 2005, Alex McInnis would keep a hoodie pulled over his head. He’d hole up in his room and refuse to come out for dinner with the other teens in this home operated by Chehalem Youth & Family Services.

The hoodie has long since come off. The 17-year-old who once hated school has emerged as a bright young man with a sweet smile who gets inspired by inventor Nikola Tesla, enjoys drawing fantasy characters, and writes heartfelt stories. He loves history and dreams of becoming an archaeologist.

“In the past I used to have anger problems – like really violently angry – and when I got angry, I’d throw stuff at the walls,” Alex says. “Most people would look at me now and couldn’t think I was like that. I’m very grateful to be here.”

Chehalem Youth & Family Services provides residential treatment and private education to troubled youths ages 11 to 18. Therapists, home supervisors (including Erin Ploederer, pictured), teachers and other caring staff provide a safe, nurturing environment that encourages growth and healing. Providence Newberg Medical Center donates to the nonprofit agency.

Says Alex’s teacher, Teri Senz: “I really think he’s a very tender, loving person. I think what we’re seeing is just the start of unfurling, the start of blossoming.”

Providence Newberg Medical Center provided $3,558,000 in community benefits during 2007, including $2,677,000 in free care to patients in need.
The classes are part of the African American Health Coalition’s crusade to promote health and wellness in Portland. With African Americans facing disproportionate rates of heart disease, stroke and diabetes, the nonprofit coalition offers such free programs as fitness classes and diabetes support groups. All of the activities are enfolded in a special sense of community.

The coalition was shocked in 2007 to lose federal funding for its successful exercise program. Providence Health & Services responded by donating more than $60,000 to keep the program going while other funding is sought.

Doris Council’s doctor has cleared her to drive, and she is smiling. As her water aerobics class likes to put it, “We’re too blessed to be stressed.”

Providence gave $5,650,378 in community benefit donations to support some 250 nonprofit organizations and service agencies around Oregon in 2007.
As a hairdresser, Kristin Erickson works in the art of transformations. No perm or prom hairdo she has created, though, can match the transformation she has seen in her own life. “Just walking is a miracle,” says Kristin (holding mirror). “Really, I was a mess.” For the past decade, she struggled with chronic asthma, a frightening condition that left her gasping for air and coughing so hard she cracked a rib. Getting to her bus stop could be an ordeal. “I’ve lost jobs because of being sick for a number of days,” she says.

Unable to afford health insurance, Kristin was caught in a cycle: Rushing to the emergency room for relief from an asthma attack. Running out of medications and inhalers she couldn’t afford to replace. Delaying care for fear of medical bills.

Then, in 2007, Kristin met Shelley Sherlock, a social work case manager in the Crossbridge Program at Providence Portland Medical Center. Crossbridge provides intensive case management services for uninsured patients after discharge from the hospital.

Says Kristin, “I haven’t felt this good in 10 years. It’s amazing.”

Providence Portland Medical Center provided $44,492,000 in community benefits during 2007, including $20,954,000 in free care to patients in need.
Higher hope amid serious illness

It wasn’t just the ulcer, the doctor told Isaias Nuñez-Orozco that October day. The endoscopy revealed that the 35-year-old also had stomach cancer. Despair jolted Isaias’ thoughts toward his wife, Aida, and their four children. Who would take care of them?

“He’s a loving father and husband and was more worried about them at that point,” recalls Liza Mapes, an interpreter at Providence Hood River Memorial Hospital. As the family breadwinner, Isaias would rise at 2 a.m. to milk the cows at a dairy farm in Trout Lake, Wash., often working landscaping jobs as well.

When his doctor informed Isaias that surgery offered hope, “then I felt this trust toward the doctor and in God.” A wave of relief came when Isaias, who has no insurance, learned that Providence Hood River would cover the costs of his care, including a hospital stay, clinic visits, diagnostic scans, prescriptions and more.

“Everyone here is excellent, and has been kind and helpful,” says Isaias, who had surgery in Portland and recently started chemotherapy. A brother is handling the dairy job while Isaias undergoes cancer treatment.

“That’s once somebody has an illness like this – when you see the support from your family and from the hospital, everything changes,” Isaias says. “You just have a higher hope.”

Providence Hood River Memorial Hospital provided $3,313,000 in community benefits during 2007, including $2,321,000 in free care to patients in need.
Brightening lives with mutual support

With strokes of the watercolor brush, evergreen trees spring up toward a bold yellow sun. Gloria Giddens seems relaxed, confident, as she paints her simple landscape at the Folk-Time center in northeast Portland and talks about what brought her to this place.

“When I walked in the door here,” she remembers, “Folk-Time saved my life.” Gloria was receiving intensive treatment for major depression – and eventually was diagnosed with bipolar II illness. She’d been caring for her parents, who, like her, had endured depression for much of their lives. “I really did crash after they died. I miss them a lot,” Gloria says.

In FolkTime she found a place where the sadness and isolation could subside amid a welcoming circle of others with chronic mental illness. This nonprofit provides a friendly, supportive environment where members can rediscover their strengths, learn skills for living with mental illness and regain a sense of community.

Members at three drop-in sites plan and carry out their own activities, from daily lunch to craft projects to field trips. They become close friends and mutual advocates.

To support this program that complements medical treatment and changes lives, Providence donated $29,500 to FolkTime in 2007.

“It’s like a second family,” Gloria says. “Everybody here understands.”

In 2007, Providence gave more than $711,000 in community benefit to support organizations around Oregon providing behavioral health care and services.
Embracing access to maternity care

Whether easing the anxiety of a mother-to-be or, in her words, “gushing” over a newborn’s adorableness, Dominique DuBois loves her work. “I just couldn’t believe,” she says, her brown eyes brightening, “that I could actually find a job like this!”

Dominique became a certified nurse midwife so that she could work with underserved women. She found her ideal niche at the Providence St. Vincent Prenatal Clinic. The clinic serves uninsured women, almost all of them Spanish-speaking, who otherwise might have no access to maternity care.

“It’s wonderful to see women learn important information that they’ve never had before about their body and how to care for their children,” says Dominique, a bilingual Los Angeles native whose father came from Colombia. With cultural sensitivity, she teaches small groups of expectant mothers about everything from labor to breastfeeding. She provides prenatal and postpartum care.

Besides medical care, the women receive emotional support and, as needed, referrals to social services. “It’s really beautiful that they can have the feeling that their whole life is taken into account,” Dominique says. Their babies are delivered by Women’s Healthcare Associates. Healthy babies and happier moms make Dominique smile. “This is such an incredible gift that Providence gives back to the community.”

Providence St. Vincent Medical Center provided $43,107,000 in community benefits during 2007, including $20,594,000 in free care to patients in need.
Life filled to the brim for others

Sitting in church one Sunday five years ago, Elizabeth Gazewood listened as a speaker talked about the St. Vincent de Paul food pantry in Gearhart and the people it serves. The presenter was looking for volunteers.

Elizabeth and her husband, Bob, had retired to the northern Oregon coast, ready to enjoy a life of ease. But once Elizabeth heard that speaker, she felt called to help. At first Bob wasn’t having any of it. Over time, his wife’s pleas trumped his resistance: “OK, I’ll go along for the ride with you,” he said.

Bob and Elizabeth began working together at the pantry, assembling food boxes with the other volunteers. They liked making a difference in the lives of so many, from financially struggling families to elderly and disabled residents.

Providence Seaside Hospital and others in the community provide donations of food and money to support St. Vincent de Paul’s services, which also include emergency financial help and spiritual care.

Providence Seaside Hospital provided $2,775,000 in community benefits in 2007, including $2,083,000 in free care to patients in need.

After six months of volunteering, Bob was asked if he would serve as the organization’s next Seaside-area leader. He looked at Elizabeth and, without hesitation, said yes.

Today, Bob and Elizabeth travel the northern coast, picking up food donations, recruiting volunteers, and answering calls for financial assistance. It’s a rewarding life filled, like a nourishing food box, to the brim.
Residency’s 21 residents practice at two Providence Family Medicine clinics that serve many uninsured and underinsured patients. (Resident Breanna Percell, M.D., is shown with Dr. Gillanders.)

As well, the residency is responding to what Dr. Gillanders calls “a growing crisis” – a national shortage of primary care physicians. In the past few years, the number of new primary care doctors has fallen steeply while the needs of an aging population have been rising. At the same time, federal and state funding for residency programs is shrinking.

In 2007 Providence provided a total of $10,349,000 in funding for the Milwaukie residency and the internal medicine residencies at Providence St. Vincent and Providence Portland Medical Centers. All these programs are, as Dr. Gillanders says, “training young colleagues to be the physicians of the future.”

Providence Milwaukie Hospital provided $9,344,000 in community benefits during 2007, including $4,379,000 in free care to patients in need.
A personal mission to spare others

Cara Graca tried methamphetamine for the first time when she was 14. A friend’s mother introduced it to her. “Meth nearly destroyed me and my family,” she says. “Within six months I was kicked out of two schools, living on the street and sleeping under bridges.”

Now 18, having received treatment for meth psychosis, Cara is clean, focused and inspirational. While working on her high school senior project, she was introduced to the Southern Oregon Meth Project, a community partnership aimed at educating kids ages 11 to 18 to never try meth – not even once.

Cara has become an avid spokesperson, talking to middle school kids and doing public service announcements. “If I’ve stopped even one kid from trying it,” she says, “out of all my misery comes something great.”

Providence Medford Medical Center is one of the community partners that collaborated with KOBI/KOTI NBC TV to establish the Southern Oregon Meth Project to increase awareness about the dangers of meth through reality-based television, radio and print campaigns.

Cara credits the meth project with helping her get her life back on track. She’s returned to school and is working part time as a camera operator at the news station. “All of this, what I’m doing for the kids and community, is adding to my recovery. Getting my voice out there to help others – this is my path.”

Providence Medford Medical Center provided $15,958,000 in community benefits during 2007, including $7,873,000 in free care to patients in need.
True grit amid a devastating flood

A pair of unflappable women toughed out the storms and floodwaters that ravaged the little Coast Range town of Vernonia in December 2007. As the community’s only doctor, Phyllis Gilmore, M.D., sprang into disaster mode when her Providence Medical Group clinic began filling with three feet of water and mud. The former Louisianan – who’s lived through hurricanes – got a temporary clinic set up at the fire station and began coordinating care for sick, injured and distraught townspeople. Dr. Gilmore heard that an 80-year-old woman and her companions needed to be rescued from a flooded house. “I knew immediately it was Miss Elsie.” Her patient, Elsie Taylor, had just endured a night of rising water while huddled in a recliner propped on buckets. Brought in for care, Elsie got a shower, fresh clothes, fluids and a cup of coffee. “I’m looking her over,” Dr. Gilmore recalls, “and she’s just her usual spry self, saying, ‘No, I’m OK. Nothing wrong with me.’” (They are shown with a “flotation device” from one of the medical tents.)

Dr. Gilmore and staff worked heroically for days giving free care to patients. Caregivers and staff from other Providence facilities pitched in throughout the crisis; Providence Health Plans gave $15,000 in food; and Providence Hood River sent its mobile health unit. Employees donated to help the storm-stricken people of both Vernonia and Seaside, and Providence matched the funds, given in the spirit of Vernonia’s steadfast town doctor.

Providence Health Plans gave $1,124,000 in donations and grants as part of the $6,411,000 in community benefits it provided in 2007.
Providence Health & Services partners with many nonprofit organizations and service agencies around Oregon that share our commitment to serving the poor and vulnerable. These organizations touch people’s lives in so many ways, easing the burdens of illness, financial hardship, family turmoil, grief, loneliness and more.

Here are just some of the partners we are pleased to work with through our financial sponsorships, grants and other support.

Asian Health and Service Center
Coalition of Community Health Clinics
Dougy Center
Elders in Action
Essential Health Clinic
Family Bridge
Helping Hands Against Violence
Henderson House
Kids Health Connection
Loaves & Fishes Centers
Lower Columbia Hospice
National Alliance on Mental Illness of Oregon
Northwest Parish Nurse Ministries
Northwest Regional Education Service District
Outside In
Russian Oregon Social Services (Ecumenical Ministries)
Serenity Homes of Oregon
Sisters of the Road
SnowCap Community Charities
Trillium Family Services
Virginia Garcia Memorial Health Center
Vision Action Network

Photo above:
Providence partners with Essential Health Clinic in service to individuals and families with no health insurance.
**Our commitment to our communities in 2007**

A financial overview

<table>
<thead>
<tr>
<th>Free medical care for patients in need</th>
<th>Health services for underserved patients</th>
<th>Unfunded portion of Oregon Health Plan &amp; other government-sponsored medical care</th>
<th>Medical education &amp; research</th>
<th>Community health &amp; wellness</th>
<th>Grants &amp; donations</th>
<th>Total cost of care &amp; services donated in 2007</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Statewide community benefit from our seven hospitals</strong>*</td>
<td>$60,881,000</td>
<td>$6,853,000</td>
<td>$36,277,000</td>
<td>$15,005,000</td>
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<td><strong>Providence Health Plans</strong></td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
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<tr>
<td><strong>Other program &amp; clinic community benefit around the state</strong></td>
<td>$2,767,000</td>
<td>$2,178,000</td>
<td>$4,984,000</td>
<td>$886,000</td>
<td>$2,830,000</td>
<td>$2,920,000</td>
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**Total cost** | $63,648,000 | $9,031,000 | $41,261,000 | $15,891,000 | $10,268,000 | $5,650,000 | **$145,749,000*** |

* Also includes Providence Child Center

**Financial assistance for the uninsured and others who cannot pay for their care**

**Providence Health Plans**

**Other program & clinic community benefit around the state**

**Subsidies to make up the difference between the cost of care and what is paid by state and federal government – does not include Medicare**

**Medical education programs, nursing and other education, and medical research**

**Free services to our communities such as patient education, health screenings, immunizations and support groups**

**Community-building grants, cash gifts, and in-kind donations such as medical supplies, child safety seats and food**

**All totals are rounded**
Total 2007 community benefits from Providence Health & Services in Oregon $145,749,000

2007 community benefits by percentage

- Free medical care for patients in need 43.7%
- Unfunded portion of Oregon Health Plan & other government-sponsored medical care 28.3%
- Medical education & research 10.9%
- Community health & wellness 7.0%
- Health services for underserved patients 6.2%
- Grants & donations 3.9%
- Community benefit increased 15.8 percent from 2006 to 2007

Providence Health & Services in Oregon

- Providence St. Vincent Medical Center, Portland
- Providence Portland Medical Center
- Providence Milwaukie Hospital
- Providence Hood River Memorial Hospital
- Providence Newberg Medical Center
- Providence Seaside Hospital
- Providence Medford Medical Center
- Providence Child Center, Portland
- Providence ElderPlace, Portland and Gresham
- Providence Benedictine Nursing Center, Mt. Angel
- Providence Senior Village, Hood River
- Providence Seaside Extended Care
- Providence Home and Community Services
- Providence Health Plans
- Providence Medical Group clinics
- Providence Graduate Medical Education clinics
- Providence North Coast clinics
- Providence Hood River clinics
With modest quarters but generous hearts, two Portland-area food pantries are reaching out each year to hundreds of families and individuals in need.

Sunshine Pantry in Beaverton, directed by Sharon Straus (top photo), provides free food, clothing, utility assistance and other services. A donation from Providence has allowed the nonprofit to buy fresh produce and dairy products, acquire a larger truck and fulfill other important needs.

At Tualatin School House Pantry, volunteers such as Shirley Johnson (bottom photo) provide food and clothing free of charge. Financial assistance from Providence is helping the nonprofit find a new, roomier location and build a kitchen and clothes closet to serve the community.

Providence Health & Services in Oregon is a not-for-profit network of hospitals, care centers, health plans, physicians, home health services, clinics and other services. We continue a tradition of caring that the Sisters of Providence began in the West more than 150 years ago.