



2020 Community
Benefits Report



Forward

Progress in a Year of Challenges





MISSION

We improve the health of our community every day.

VISION

Bay Area Hospital will be the model for regional health care excellence.

VALUES

Kindness, Excellence, Teamwork, Ownership, Innovation

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Improving Care for Our Community

Welcome to Bay Area Hospital's annual Community Benefits Report. We are pleased to share stories and helpful information from the past year about our legacy of high-quality care with top-notch physicians, a service-oriented staff, and the most advanced technologies and services available. We also have some exciting new systems coming into play that will continue to improve the way care is delivered.



Last fall we implemented Workday, a cloud-based computer system to streamline our Finance, Human Resources, and Supply departments. This implementation was the backbone for bringing the electronic health record system Epic to the South Coast in June 2021. We are thrilled to provide patients with a secure platform to broaden their access to healthcare. Our Epic system is a collaboration among Bay Area Hospital (BAH) and our partners North Bend Medical Center and Bay Clinic. Patients benefit from having a single health record to which all of these providers have access.

The adoption of telehealth options at the hospital has expanded, as well, to ensure that even during a pandemic residents of Coos County and the surrounding areas can receive health services from the comfort of their own home.

Growing service lines, like cardiac care and diagnostic imaging, will continue to guarantee high-quality care can be found right here close to home in Coos Bay. The events of 2020 brought about many unforeseen challenges, but our hospital staff adjusted quickly, and they continue to prioritize patient safety. In the midst of all the changes happening around us, one thing remains constant: our mission to improve the health of our community every day.

For your good health,

A handwritten signature in blue ink that reads "Brian Moore". The signature is fluid and cursive, written over a light blue wave graphic.

Brian Moore
President and CEO



Bringing High-Quality Cancer Care to Our Community

The population of Coos County is older than the national average and is at increased risk of developing cancer. Last year Bay Area Cancer Center (BACC) diagnosed more than 420 cases of cancer, with over 97 percent of those individuals living in Coos, Curry, and Douglas Counties. Since 1990 BACC has grown its facility, services, and team of providers to ensure access to high-quality cancer care on Oregon's south coast. BACC serves as the South Coast's regional cancer care center and one of the only providers of radiation oncology in the surrounding counties.

Through expertise, dedication to quality, and personalized care, BACC provides radiation treatment, medical oncology, infusion treatment, education, and support to patients fighting cancer in the South Coast region.

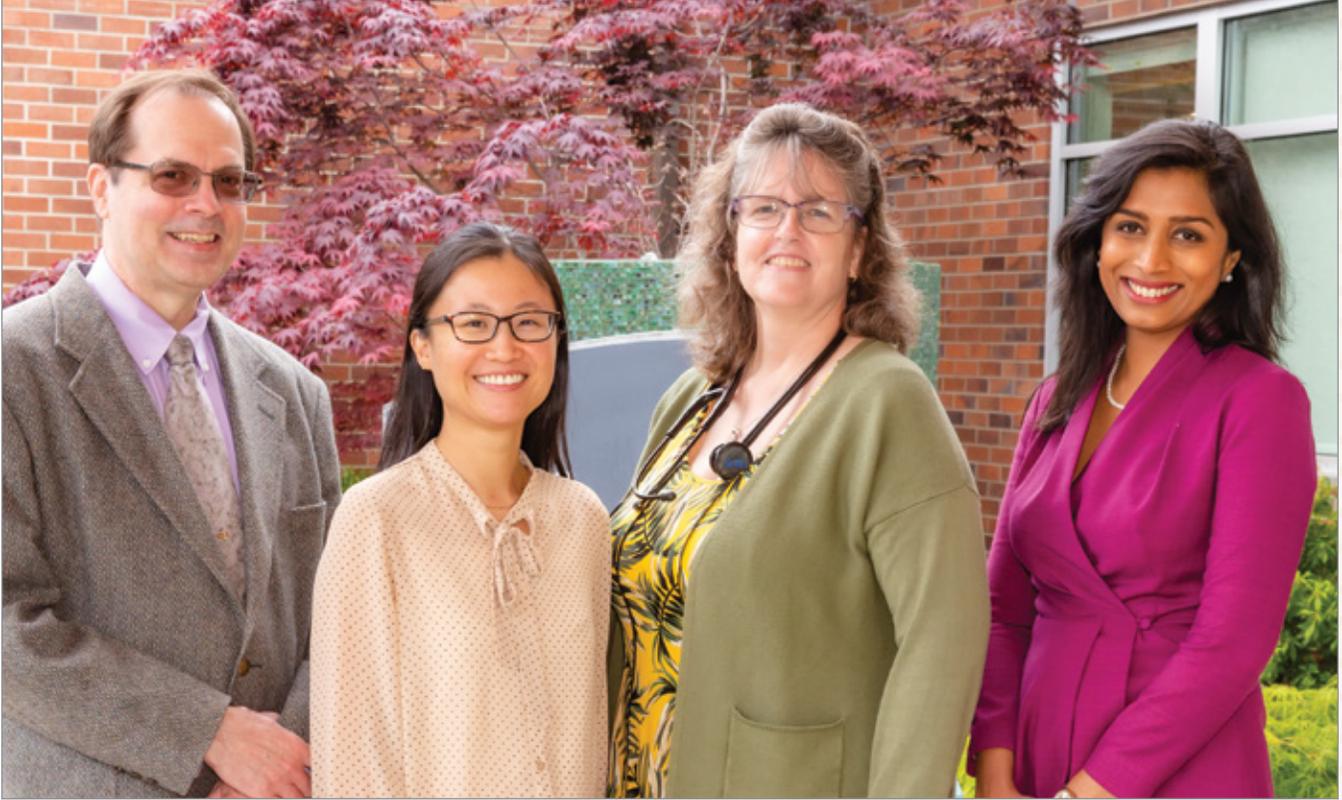
BACC provides the highest level of oncology services through its partnership with Oregon Health & Science University (OHSU). Since 2008 BACC and OHSU have worked together in Coos Bay to offer patients access to world-renowned oncologists. In 2015, BACC became a member of the Knight Cancer Network. This evolving partnership has resulted in OHSU radiation oncologists' providing coverage for our program while a permanent physician was recruited. Our community and BACC patients continue to benefit from this partnership through increased access to highly specialized radiation oncology services in Coos Bay.

The consistent rotation of specialists at BACC outreach clinics enables collaboration between the OHSU and BACC teams at all levels. The opportunity for patients to have face-to-face interaction with their

Top: Mildred Allen, infusion patient

Bottom: Karrie Devine, RN

Opposite: Cancer Center Physician Team (left to right); Bret Cook, MD; Sharon Peng, MD; Jodi Strand, DNP; and Anushi Bulumulle, MD



providers results in strong relationships among the care team—patient, physician, nurses, and caregivers.

BACC's membership in the Knight Cancer Network and the radiation oncology service line have expanded access to additional resources that have decreased turnaround times for treatment, improved patient care outcomes, and allowed patients living in South Coast communities to access the broad spectrum of specialization and treatment options available at a large academic medical center.

Our patients with cancer benefit from the BACC/OHSU partnership by receiving personalized care from expert oncology providers faster and with individual care plans—all while staying in their own community.

With the expansion of both the BACC building and their partnership with OHSU, Bay Area Cancer Center has grown to provide top-notch cancer services spanning radiation therapy, chemotherapy, immunotherapies, and genetic testing. The availability of these services on the Bay Area Hospital campus helps ensure that patients can stay close to home and near their community of support.

Through expertise, dedication to quality, and personalized care, BACC provides radiation treatment, medical oncology, infusion treatment, education, and support to patients facing cancer in the South Coast region.

MyChart

Taking Charge of Your Own Healthcare

This summer Bay Area Hospital implemented Epic, an electronic health record system, to help patients coordinate their care. Research has shown that patients engaged and involved in their healthcare have better health outcomes and experiences. Epic is used by more than 250 healthcare organizations nationwide—providing almost half the US population access to their medical records online and via a mobile device.

Patients can take better charge of their own health with easy access to medical records and have continuity of care whether they are cared for at Bay Area Hospital, Bay Clinic, North Bend Medical Center, or any other healthcare organization that uses Epic.

“With Epic we are thrilled to be able to provide patients with a secure platform to broaden their access to healthcare. MyChart is a convenient way for patients to interact with their health information and ultimately be more informed when it comes to their healthcare plans and options,” says Brian Moore, president and CEO.



“With Epic we are thrilled to be able to provide patients with a secure platform to broaden their access to healthcare.”



MyChart, Epic’s digital patient portal, puts the power of decision making in each patient’s own hands. MyChart capabilities include the following.

1

Connecting and Sharing

- **Friends and family access.** Take care of your children and other family members—all from one account.
- **Health and visit summaries.** View, download, and send copies of specific visit summaries or your entire health record.
- **Request your records.** Request copies of your medical record or other documents and download when they’re available.
- **Link health accounts.** See information from healthcare organizations where you’ve received care—all in a single view.

2

Health

- **Test results.** Receive timely notification of results for tests and view results from the past.
- **Medications.** Review your list of medications and instructions for taking each, and report medications you’re no longer taking.
- **Immunizations.** Review your vaccination history and document immunizations you’ve received, such as at a flu shot clinic.
- **Preventive care.** Keep track of routine care that is due and receive reminders for flu shots, physical exams, etc.
- **Plan of care.** View information related to a specific health condition—all in one place—including patient goals assigned by your healthcare provider.
- **Track your health.** Document details about your day-to-day health and link your account to your personal devices and apps, such as Fitbit and Apple Health, to automatically record information like your weight and blood pressure.
- **End-of-life planning.** Manage designated healthcare agents and upload documents, such as advance care directives and a living will.

3

Messaging

- **Message center.** View messages you've received from or sent to your healthcare organization.
- **Get medical advice.** Send a message to ask your doctor for medical advice and get recommendations for care.
- **Medication refills.** Request from your provider.
- **Request a referral.** Request a referral to see a specialist.

4

Scheduling and Appointments

- **After-visit summary.** View details of your past appointments or hospital stays.
- **Echeck-in.** Complete the check-in process from home to save time when you arrive at the clinic. Pay visit copays, verify your medical and insurance information, respond to questionnaires, and sign documents electronically.
- **Video visits.** Meet with a provider over video to receive care from the convenience of your home or work.
- **Upcoming tests and procedures.** Keep track of tests and procedures you need to follow up on.

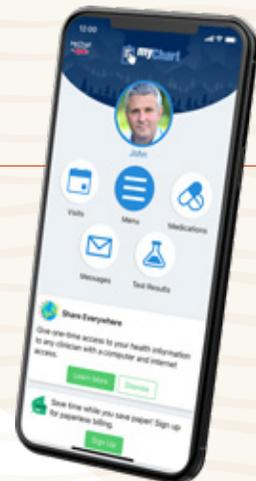
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Payment and Insurance

- **Billing account summary.** View a summary of your clinic and hospital billing accounts, including outstanding balances, details of your account, charges, and recent payments.
- **Paperless billing.** Sign up to receive your medical bills through MyChart instead of by mail.
- **Bill payment.** View billing statements and make online payments for your medical bills or visit copays through your bank account or with a credit card.
- **Estimates.** Get estimates for the cost of common procedures. See a detailed breakdown that includes the total hospital and physician fees, what's covered by insurance, and your self-pay portion.
- **Insurance summary.** View your insurance coverages, claims, referrals, and benefits information.

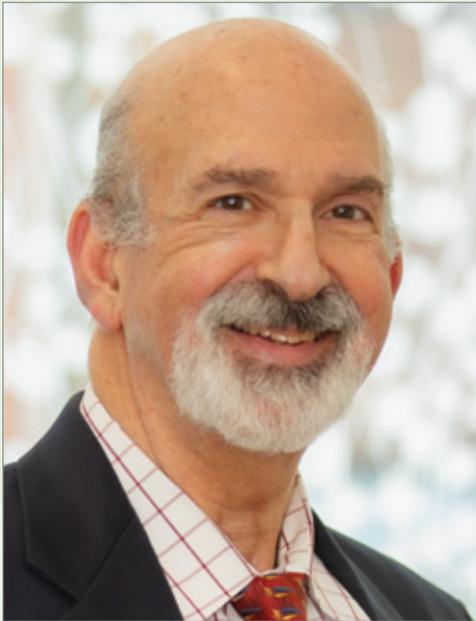
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These benefits, along with many others, put the ease and speed of modern technology into the palm of every person who uses MyChart. Bay Area Hospital, Bay Clinic, North Bend Medical Center, and Advanced Health implemented Epic in the summer of 2021 to improve the delivery of healthcare to Oregon's South Coast.



Meeting Heart Care Demand

Care Gets Bigger and Better



Howard Glass, DO, FACC, FACOI

“Our goal is to create a program that works for the community, from Brookings to Reedsport.”

Heat disease rates in Coos County are twice the Oregon state average, particularly for heart attacks and strokes. Faced with high patient demand and limited resources, Bay Area Hospital’s Prefontaine Cardiovascular Center has risen to the challenge of meeting an increasing demand for cardiology services.

Howard Glass, DO, FACC, FACOI, moved to the area about a year ago and assumed the role of chief of cardiology. He has been working with the cardiology services manager and Bay Area Hospital leadership to expand cardiology services to the community by increasing the physical space for providing services at the hospital and increasing the number of cardiology providers available who have subspecialty expertise. The number of cardiologists in the Prefontaine Cardiovascular Center at Bay Area Hospital has increased substantially to provide high levels of care to those in need.

“When I arrived here, I was informed by the clinic manager that there were 1,000 patients waiting to get into the clinic,” says Dr. Glass. “Our goal is to create a program that works for the community, from Brookings to Reedsport. In the midst of the COVID-19 pandemic, the program has significantly expanded services and provider availability, increasing clinic volume from around 250 patients per month to about 1,000 patients, compared with 2019. As we continue to increase services, we continue to see increased clinic volumes.”

During this growth period, the cardiology program has expanded from having three part-time clinic providers per day to up to about five dedicated providers, including two nurse practitioners who play a critical role.



Cardiac Rehab patient Bernice Martin

Cardiac catheterization volumes have been steadily increasing, and an added electrophysiologist has been recruited for routine pacemaker and defibrillator implantations.

The program expansion also includes a focus on recruiting permanent cardiologists and nurse practitioners, a task that Dr. Glass notes excites patients: “Patients appreciate the idea of knowing not only that there will be someone here to provide their cardiac care but also that a number of us are staying here in the area.”

The goal of the Prefontaine Cardiovascular Center is to provide patients with a sense of ownership and comfort. The physical expansion will be completed this year, and includes repurposing the former outpatient rehabilitation space and incorporating the area of the former outpatient infusion center, which has been relocated to another area of the hospital.

“I would like patients to have an experience where they can enjoy the people taking care of them—people who are thoughtful and interested in their welfare,” says Dr. Glass. “At Bay Area Hospital, we are dedicated to providing the best cardiac care we can so, at the end of the day, patients want to return and are comfortable doing so.”

As the South Coast region’s largest cardiology provider, the Prefontaine Cardiovascular Center plans to extend its reach and services even further in the coming years.

Caring for You

COVID-19 Response



Bay Area Hospital improves the health of our community every day, and that commitment has not changed despite the COVID-19 pandemic. We opened our Incident Command on March 2, 2020, and defined the following three objectives that have continued to guide our COVID-19 response:

1. Remain open for care.
2. Protect patients, employees, and providers.
3. Provide a single source of communication.

No one could have predicted that a year later we would still be in the midst of a global pandemic, yet despite all odds, healthcare organizations have continued to prevail and provide needed care within our local communities.

Since COVID-19 was first detected on the East Coast, BAH has been running an Incident Command System (ICS), a standard approach to an emergency response that includes the command, control, and coordination of personnel and supplies in a common hierarchy. The ICS has helped the hospital maintain appropriate levels of staffing and personal protective equipment (PPE), administer and process COVID-19 tests, and provide community vaccinations.

Complying with rapidly changing Oregon Health Authority (OHA) and Occupational Health and Safety Administration (OSHA) guidance has kept healthcare organizations on their toes over the past year. At times the fast pace of changing guidance had the Incident Command team experiencing whiplash: communications and policies would be drafted and ready for rollout, but a change would push the process back to the start. In the pursuit of safety, almost all “normal” operations have felt the impact: increased environmental cleanings, implementation of a visitation policy and universal masking, and entrance screenings.

The key communication piece for the ICS to update staff and providers was the launch of the *Vital Update* newsletter specific to COVID-19 that went out in real time after the establishment, update, or implementation of a new policy or procedure at the hospital.



A developing component of BAH's response to the pandemic is providing our community with COVID-19 vaccinations. The hospital received its first shipment of the Moderna vaccine the night of December 21, 2020—enough to offer initial doses to interested staff members. Over the past several months, a ramp-up of clinic offerings has led to the majority of those in the county who wanted to get vaccinated to do so. The clinics were first offered only on Saturdays but have now expanded to four days per week and to any Oregonians over the age of 18.

Bay Area Hospital's interim Chief Medical Officer, David W. Martin, MD, FACS, encourages everyone 12 years and older to receive the vaccination.

“It is very important that everyone, including younger patients, strongly consider receiving the COVID-19 vaccine,” says Dr. Martin.

“It has proven to be safe and effective against the new strain that is highly contagious and hitting younger adults harder.”

“In addition, it is important to receive the vaccine to protect your loved ones who are in higher-risk groups, as well as to help us get closer to full, community herd immunity,” says Dr. Martin.

“Lastly, the vaccine is 90 to 95 percent effective against the virus and the newer variants to date. The sooner we all get vaccinated, the sooner we can return to our more normal lives.”

A new coordinated vaccine appointment system developed by Coquille Valley Hospital rolled out in mid-April for Bay Area Hospital and other local healthcare organizations to make offering the vaccines easier. This collaboration with local partners has made it much easier for residents across Coos County to connect with a vaccine clinic near them. Although vaccinations won't be the end-all “cure” for COVID-19, they are a major factor in helping communities curb the spread of the virus.

Bay Area Hospital remains committed to providing the high-quality care our communities need, even during the most difficult of circumstances.

Bay Area Hospital staff vaccine clinic



For the Well-Being of Our Community

Program	Key Facts	Staff ¹	Direct Annual Expense	BAH Subsidy
Charity Care	Bills were wholly or partially written off for 1,709 patients in FY 2020 ²	25	\$3,057,005	\$3,057,005
Community Education and Support Groups	128 education sessions reached 1,271 people in FY 2020; diabetic education is also provided to patients throughout the year	7	\$148,706	\$148,706
Health and Science Building Project	Pledge to support the construction of a new Health and Science Building on the Southwestern Oregon Community College Campus (2020)		\$250,000	\$250,000
Health Professionals Education (surgical residents/externs)	Provides undergraduate training and assistance in preparing future healthcare professionals; supports two full-time surgical residents and medical externs	4	\$297,916	\$297,916
Home Health Agency	8,864 billable visits	27	\$4,916,252	\$2,513,179
Kids' HOPE Center	317 child victims served in FY 2020; 74 medical exams; 220 referred to counseling/therapeutic services; 124 provided emergency services such as food/clothing; 7,500 COVID-19 relief bags distributed	5	\$578,711	\$91,083
Management of Maternity Services (MOMS)	Nearly 90 percent of all women giving birth at Bay Area Hospital rely on MOMS	3	\$356,084	\$356,084
Palliative Care	Answers more than 200 annual physician requests to aid patients	2	\$112,108	\$112,108
Psychiatric Services	3,506 inpatient days in FY 2020	27	\$6,450,451	\$3,742,464
Inpatient Dialysis Services	Provides local service to inpatients and avoids transfers to out-of-area hospitals	5	\$283,292	\$283,292
Student Volunteers	No students in 2020 due to COVID-19	0	\$840	\$840
Family Housing Unit	Free housing provided for patients who live more than 50 miles from hospital	1	\$9,200	\$63,200
Miscellaneous Community Services	Additional services provided to community include: SANE (Sexual Assault Nurse Examiners) exams, taxis, food, prescription vouchers, annual drug take-back program, and miscellaneous other monetary and in-kind donations	20	\$63,656	\$63,656
Totals		126	\$16,524,221	\$10,979,533

¹ Bay Area Hospital employees and volunteers who devote all or part of their time to the program.

² "FY 2020" denotes the 2020 fiscal year, July 2019 through June 2020; "2020" is calendar year 2020.

Summary Balance Sheet

As of June 30, 2020

Assets	
Current assets	\$54,373,324
Investments	\$126,117,102
Property, plant, and equipment (net)	\$78,273,516
Other assets	\$3,125,476
Total assets	\$261,889,418
Liabilities	
Current liabilities	\$36,251,896
Long-term debt	\$31,435,545
Other liabilities and minority interests	\$6,115,992
Net position	\$188,085,985
Total liabilities and net position	\$261,889,418

Workforce Statistics

Fiscal Year 2020

Average number of employees	1,145
Average age of employee	45.42
Average length of service (years)	8.95
Regular full-time	67.25%
Regular part-time	15.20%
Supplemental, on-call, and per diem	16.94%
Physicians	0.52%
Managers	4.54%
Registered nurses	32.14%
Certified nurse assistants and licensed practical nurses	10.92%
Office, trades, and services	37.56%

Summary Statement of Revenues and Expenses

As of June 30, 2020

Operating Revenue	
Net operating revenue	\$190,504,055
Operating Expenses	
Wages and benefits	\$102,031,962
Supplies	\$38,562,626
Depreciation	\$7,602,199
Other expenses	\$42,085,882
Total operating expenses	\$190,282,669
Income (loss) from operations	\$221,386
Net nonoperational gains (losses)	\$5,873,939
Revenue in excess of expenses	\$6,095,325

Key Operating Indicators

Fiscal Year 2020

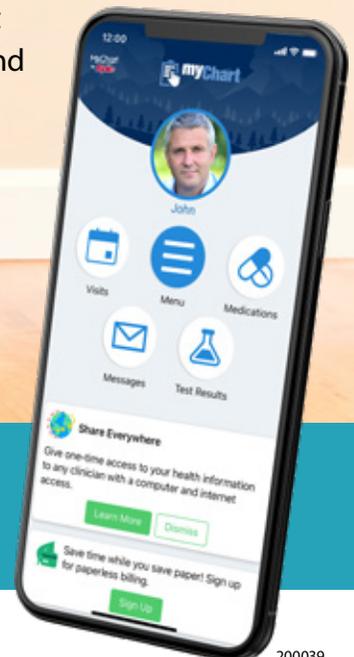
Average available beds	132
Patient days (inpatient)	24,575
Patient days (observations)	3,633
Average daily census	67
Discharges	5,484
Adjusted discharges	12,963
Average length of stay (days)	4.48
Babies delivered	657
Surgeries	4,277
Emergency department visits	25,820



Take Control of Your Health

- Make appointments
- Communicate with your providers
- Manage your prescriptions

Set up your account at
bayareahospital.org and
log in to get started.



**Download the FREE
MyChart app today.**