

# COMMUNITY BENEFIT PROGRAM

## Swedish Health Services

### COMMUNITY HEALTH NEEDS ASSESSMENT



Behavioral Health



Homelessness and Housing Instability



Racism and Discrimination



Access to Health Care

### OUR MISSION

Improve the health and well-being of each person we serve

### OUR VISION

Health for a better world

### OUR VALUES

Compassion  
Justice  
Excellence  
Dignity  
Integrity  
Safety

### OUR COMMITMENT

Improve the health of the region beyond normal patient care.

### REINVESTING IN THE COMMUNITY

In the last nine years, Swedish Health Services spent more than \$1.5 billion in community benefit. We are making investments that go beyond the need for free and discounted care by promoting equity, improving access to care and building relationships to help people stay healthy.

In 2022, we spent more than \$276 million on community benefit programs, including \$36 million in free and discounted care.

### ACCESS TO CARE

In 2022, Swedish provided access to more than 99,203 Medicaid patients.

### PROVIDING FINANCIAL ASSISTANCE

Our charity care program provides a 100 percent financial discount to individuals and families between 0-300 percent of the federal poverty level.

Full charity for family of four (up to 300%)		Partial (301 - 400%)	
2020	\$78,600 or less	2020	\$78,601 - \$104,800
2021	\$79,500 or less	2021	\$79,501 - \$106,000
2022	\$83,250 or less	2022	\$83,251 - \$111,000
2023	\$90,000 or less	2023	\$120,000

**\$276 million on community benefit programs**

**Access to 99,203 Medicaid patients**

**100 percent financial discount to individuals and families between 0-300 percent of the federal poverty level**

# By the numbers

## 2022 COMMUNITY BENEFIT ACROSS SWEDISH HEALTH SERVICES

**\$189 million**

**Unpaid cost of Medicaid and other means-tested government programs:** This is the difference

between the actual cost of care and what is paid by the state and federal government. It does not include Medicare.



**\$36 million**

**Free and discounted medical care for patients in need:** This is

financial assistance for those who are uninsured, underinsured or otherwise unable to pay for their health care.



**\$35 million**

**Health professions, educations and research:** These are subsidies

for medical residency programs, nursing and other education, and medical research.



**\$9 million**

**Subsidized health services:** This

includes clinical and social services provided despite a financial loss because they meet identified needs not met elsewhere in the community.



**\$7 million**

**Community health improvement and strategic partnerships:**

This reflects free services, such as patient education, health screenings, immunizations and support groups as well as donations to community partners.



### COMMUNITY BENEFIT BY CAMPUS:

Ballard	\$11 million
Cherry Hill	\$40 million
Edmonds	\$36 million
First Hill	\$127 million
Issaquah	\$23 million
Mill Creek	\$10 million
Redmond	\$3 million
Swedish Medical Group	\$26 million
JV PET/CT	\$125 thousand
SHS Shared Services	\$15 thousand

\*\*\*These figures and totals represent Swedish Health Services facilities in Providence Swedish's Central Puget Sound service area (Swedish First Hill, Cherry Hill, Ballard, Issaquah and Redmond) and North Puget Sound service area (Swedish Edmonds and Mill Creek).



## Community health needs assessment

These leading health concerns were identified to guide us in gathering accurate information to determine current health trends and identify issues for action.

- Behavioral Health (including mental health and substance use)** – Many people in our community shared needing more BBIPOC (Black, Brown, Indigenous, and People of Color) providers and better support for parents with children with mental health challenges. Young people as well as those identifying as LGBTQ+, survivors of domestic violence and patients who speak languages other than English face significant challenges navigating and accessing support services.
- Homelessness and housing instability** – The high cost of housing is a big challenge for families, especially those who are pushed out of the neighborhoods due to rising housing costs and gentrification. The COVID-19 pandemic magnified this issue, and many families are concerned about how they will pay the rent they owe, affecting mental health and economic stability.
- Substance abuse and drug addiction** – The effects of substance abuse contribute to costly social, physical, mental and public health problems, and has a devastating impact on individuals, families and communities.
- Racism and discrimination** – Racism and discrimination play a role in gentrification, unsustainable rent prices, and hiring practices affecting employment opportunities for BBIPOC communities. The COVID-19 pandemic highlighted racism as a public health issue and opportunity gaps in education for BBIPOC students.
- Access to health care** – Transportation was the main barrier to care in our communities including cost of care, technology, language barriers and health literacy. The COVID-19 roll out highlighted the importance of building trust with patients and bringing services to community members in non-clinical locations.

## Community partnerships

Swedish supports the vital work of local agencies and organizations whose efforts further impact the work that we do to find innovative, equitable and measurable ways to reduce health care costs and improve the health and quality of life in our communities. Below are some of the more than 80 partners that we partner with to address the priorities in our CHNA.



# How we care and partner

## KIN ON

Kin On is a senior service provider for the local Asian senior community, providing care through its culturally sensitive skilled nursing facility, short-term rehab center, assisted living, home care, and more. Kin On's newest program is Health Home, supporting low-income seniors with chronic conditions in the community. With Providence Swedish's support, Kin On's Health Home Program had over 300 touchpoints with low-income senior clients in 2022, including home visits, doctor's appointments, and other care needs. The program assisted seniors receiving a wheelchair and obtaining needed medical supplies monthly such as gauze rolls, gloves, and disinfectant wipes. The program also assisted with facilitating referral processes for dentures with the seniors care team, scheduling medical appointments with necessary transportation, and decreasing the gap between family and client concerns. Participants of the program are followed-up with twice a month to ensure that all needs are met and to assist with any concerns that the family and/or a senior may have. To learn more about Kin On's Health Home Program, please visit: <https://kinon.org/services/help-at-home/health-home/>.



## EL CENTRO DE LA RAZA

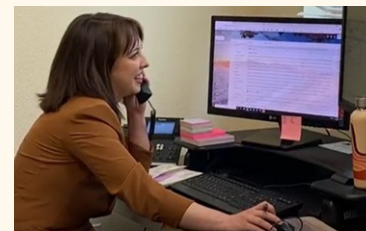
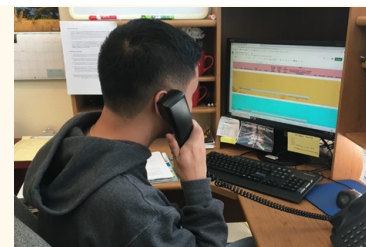


El Centro de la Raza's Benefits Navigators regularly assist individuals with enrolling in the state's Apple Health Insurance and other health insurance plans. In 2022, they helped over 150 households navigate their health care related needs. Many of its Spanish-speaking program participants are uninsured and struggle to understand online government systems. Their Benefits Navigators assist them with finding the health coverage that they qualify for and completing the enrollment process. Recently, they were visited by a senior seeking help to manage his diabetes. They quickly assisted him with applying for Medicare health insurance and then finding a doctor to start treating him.

## WEST SEATTLE FOOD BANK

Vital support from the Swedish Community Health Investment Fund played a key role in the food bank's ability to respond to the shelter needs of the community. In 2022, 100% of our contribution was distributed to a household in need of assistance. Together, we prevented homelessness and displacement and helped improve the health and wellness of its clients.

To illustrate this support is a story about Jorge, a single father of three daughters, who moved to Seattle to build a better life for his family. Unfortunately, the high cost of living led to homelessness while he worked to save enough money for an apartment. Eventually, he was able to move into an apartment in West Seattle, but the deposit and move-in costs left him without enough money to pay rent. That's when he visited West Seattle Food Bank. He was provided with groceries, a month's rent, clothes for his daughters, and resources for after-school care. "For the rest of my life I will remember this," Jorge commented to the staff. He shared that the assistance took a huge weight off his shoulders. For the first time, he can pay rent on time and build a financial safety net. He said, "the climb out was difficult, but possible with the help of West Seattle Food Bank."



## SOMALI HEALTH BOARD (SHB)

Support for SHB's linguistically and culturally appropriate Mental Health and Addiction Care Services provides access and services around stigma reduction, and community wide mental health education for an estimated 8,000 Somali residents in King County. Somali people face challenges in cultural and language barriers that impact their access to resources and advancements daily. Most refugees and immigrants suffer from post-traumatic stress disorder (PTSD), and many Somalis relay having depression. The trauma experienced that lead Somalis to the U.S. continues to have substantial impacts on mental health. To combat this, it is crucial to understand the Somali communities' needs and provide services that integrate cultural humility and responsiveness that is evidence-informed holistic care individual to each person's needs. Somali Health Board is best known for its advocacy to provide those uniquely catered services. <https://www.somalihealthboard.org/about-the-program/>

# About Swedish Health Services, part of Providence Swedish

## PROVIDENCE - SWEDISH. TOGETHER, FOR YOU.

Caring for the Puget Sound region, together, for a decade. Now, we are uniting under one brand in the Puget Sound region. This means the same great care will be available with more resources and locations to care for you and your family.

Providence Swedish is more than a hospital; it's a powerful network of skilled physicians, award-winning care centers, advanced clinical research, and breakthrough treatments. It's world-class care, from people who care for you. And now that we are combining our networks, we'll be able to offer more exceptional care to you where and when you need it.

## OUR ECONOMIC CONTRIBUTION TO THE COMMUNITY

Swedish Health Services has grown to become the largest not-for-profit health provider in the greater Seattle area.

- 12,275 caregivers (employees)
- 3,721 physicians, APCs and allied health professionals
- 1,571 licensed beds
- Our caregivers logged over 10,000 hours serving on boards, holding donation drives and volunteering with many of our partners and other non-profits to demonstrate how we care beyond our walls and commit to the well-being of our communities.

## WE HAVE:

- Five legacy Swedish hospital campuses (First Hill, Cherry Hill, Ballard, Edmonds and Issaquah)
- An emergency room and specialty center in Redmond (East King County) and the Mill Creek area in Everett
- Providence Swedish Medical Group, a network of 193 access points and 176 physical locations throughout the greater Puget Sound area
- Affiliations with suburban hospitals and physician groups

## PROVIDENCE SWEDISH COMMUNITY BENEFIT PROGRAM

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[swedish.org](http://swedish.org)

We do not discriminate on the basis of race, color, national origin, sex, sexual orientation, gender identity or expression, age, or disability in our health programs and activities.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-311-9127 (TTY: 711)

注意：如果您講中文，我們可以給您提供免費中文翻譯服務，請致電 888-311-9127 (TTY: 711)

COMM-23-0099 6/23



FIRST HILL



CHERRY HILL



BALLARD



EDMONDS



ISSAQUAH