

Umpqua Health

Report to the Community 2023



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LETTER FROM THE CEO

As we reflect on this past year, I am reminded that we, as an organization, are driven by the simple purpose: to improve individual and community health.

This report captures highlights of our work in the community and our ongoing efforts to reduce health disparities, promote early life health, and address behavioral health challenges, while addressing social determinants of health. In order to improve individual and community health, we must understand the root causes of poor health outcomes and work collaboratively with community partners to create meaningful change.

“ We are actively engaged in efforts to break down these social barriers and create a more equitable community for all. ”

One key pathway in how Umpqua Health addresses health disparities is by focusing on early life health. We know that the first few years of a child’s life are crucial for their long-term health and well-being. That’s why we have implemented initiatives to support maternal health, promote early childhood nutrition and development, and expand access to pediatric care. By investing in the health of our youngest community members, we are laying the foundation for a healthier future for all.

Behavioral health is another area where Umpqua Health is making a significant impact. Mental health challenges and substance abuse

disorders affect individuals and families across our community, yet stigma and barriers to care often prevent people from seeking help. Through integrated care models, community outreach programs, and partnerships with behavioral health providers, we are working to break down these barriers, expand access, and ensure that everyone has access to the support they need.

Central to our approach is a recognition of the role that social determinants of health play in shaping health outcomes. Factors such as housing stability, access to healthy food, transportation, and education have a profound impact on health and well-being. That’s why we are actively engaged in efforts to break down these social barriers and create a more equitable community for all.

As we reflect on the past year and look ahead to the future, I want to express my gratitude to our dedicated staff, our community partners, our board of directors, and every one of you for your ongoing support. Together, we are making a difference in the lives of our neighbors and building a healthier, more resilient community.

Thank you for entrusting us with your care and for joining us in our mission to improve the health and well-being of everyone in our community.



A handwritten signature in black ink, appearing to read 'Brent Eichman'.

Brent Eichman, MBA, CHFP
Chief Executive Officer

WHO WE ARE

EXECUTIVE LEADERSHIP TEAM



Keith Lowther, CPA
Chief Financial Officer



Lindsey Baker, MBA-HM
Chief of Staff



**Nancy Rickenbach,
MBA-HM**
*Chief Operating and
Compliance Officer*



**F. Douglas Carr,
M.D., MMM**
Chief Medical Officer

BOARD & CAC LEADERSHIP



Dr. Bart Bruns
UHA Board Chair



Jerry O'Sullivan
*UHA Community Advisory
Council (CAC) Chair*

PURPOSE

Improving individual and community health

MISSION

To create a local health care system that is responsive to the needs of the community.

VALUES

Innovation: We Embrace Change as an Opportunity to Innovate

Community: We Invest in Our Community

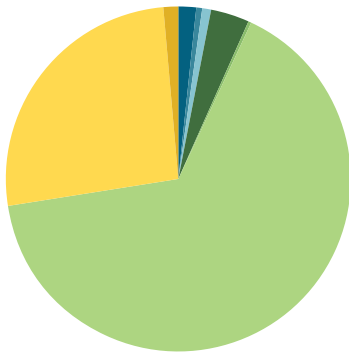
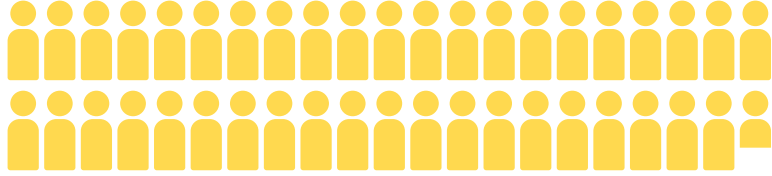
Empathy: We Empathize to Understand

Respect: We are Respectful and Inclusive

WHO WE SERVE

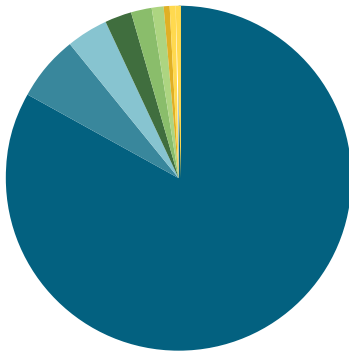
41,632 MEMBERS

 = 1,000 People



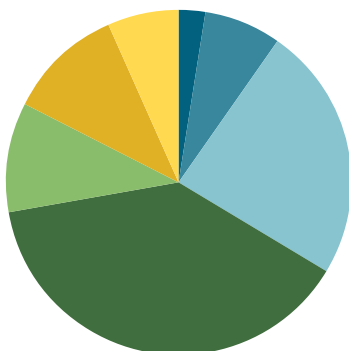
RACE / ETHNICITY

- American Indian / Alaska Native
- Hispanic
- Unknown
- Asian
- Native Hawaiian / Pacific Islander
- Other
- Black
- White



7,022 OF OUR MEMBERS HAVE ONE OR MORE DOCUMENTED DISABILITY

- 0
- 3
- 6
- 1
- 4
- 7+
- 2
- 5



11,409 OF OUR MEMBERS ARE CHILDREN

- 0-2
- 19-44
- 55-64
- 2-5
- 45-55
- 65+
- 6-18

YEAR IN REVIEW

In 2023, Umpqua Health Alliance dedicated itself to impactful work on social determinants of health—specifically focusing on Health Disparities, Racial Justice, Early Life Health, and Behavioral Health.

We worked towards achieving the NCQA's Health Equity Accreditation, a reflection of our commitment to cultural and linguistic inclusivity across our services. Noteworthy achievements include a 54.4% improvement in nutrition and a 50.4% increase in food security through initiatives like Foodsmart and Veggie Rx, addressing the urgent needs of our most vulnerable populations.

We embraced the implementation of the Health-Related Social Needs (HRSN) benefit, an innovative benefit designed to address non-medical factors that impact health, such as housing instability, inadequate nutrition, and other socioeconomic barriers. By providing targeted support in these areas, the HRSN benefit enhances our ability to deliver comprehensive care.

Our focus on Early Life Health led to enhanced access to critical social and emotional health services for children from birth to five years old, thanks to robust community partnerships. This included delivering age-appropriate books to 1,446 children through the Dolly Parton Imagination Library to promote early literacy and nurturing intellectual development. We also partnered with the Douglas County Childcare Coalition to expand childcare availability,

In Behavioral Health, our integration of comprehensive community-based services significantly reduced emergency department visits and re-incarcerations, evidenced by the IMPACTS program's success in improving substance use treatment and mental health services engagement. These programs not only support our members but also relieve systemic pressures on healthcare facilities.

We also made significant strides in Racial Justice, embedding equity into all aspects of our operations and expanding provider training and community outreach. This effort included adhering to Culturally and Linguistically Appropriate Services (CLAS) standards in all aspects of our operations, which ensures that all members receive care that respects their cultural and linguistic needs.

As we look to the future, these areas will continue to guide our mission, demonstrating our unwavering commitment to creating a health system that supports complete well-being and equitable healthcare for everyone we serve.

Noteworthy Achievements

↑ **54.4%**
Improvement in Nutrition

↑ **50.4%**
Increase in Food Security

OUR INVESTMENTS IN THE COMMUNITY

Health Care System Quality & Infrastructure

Adapt—Opioid Treatment

In 2023, we invested \$6,000 to enhance the efficacy of the Opioid Treatment Program at Adapt. This funding was specifically allocated to purchase incentives for participants, which significantly improved their engagement and adherence to the treatment protocols, leading to better recovery outcomes.

Adapt—Behavioral Health Transitional Housing

We provided substantial funding to support the renovation of a 50-unit facility into transitional housing for individuals with behavioral health needs. This project not only offers a safe and supportive environment for recovery but also integrates essential health services to facilitate better health outcomes.

Adapt—Substance Use Disorder (SUD) Transitional Recovery Lodge

A pivotal investment of \$250,000 supported the transformation of a 12-unit facility into a recovery lodge for community members recovering from substance use disorders. This initiative includes comprehensive wrap-around services that enhance the residents' recovery journey by providing consistent support and counseling.

Adapt—Suicide Prevention

We allocated \$20,000 to bolster the capabilities of Adapt's mobile crisis teams. This investment enhanced the technological resources used during crisis interventions, significantly improving the teams' ability to respond effectively and efficiently during critical incidents.

BENEFITS FOR MEMBERS EXPERIENCING EXTREME WEATHER EVENTS



In 2023, we honed our response to the escalating public health crisis posed by climate change, focusing on mitigating the health impacts of wildfires in our community. As the threat of air pollution from wildfires grew, we recognized the urgency to act preemptively. Our Care Coordination Team leveraged the Arcadia Analytics platform to identify and assist members at the highest risk of adverse health outcomes due to poor air quality.

By integrating data on electronic health records, patient demographics, social determinants of health, and geography, we developed a comprehensive respiratory risk report. This informed our distribution of 500 air purifiers ahead of wildfire season,

prioritizing members with a history of cardiovascular or respiratory issues. Our data-centric approach allowed us to surpass traditional methods that relied solely on ICD-10 codes and claims data, which often painted an incomplete picture of our members' risks.

Throughout the wildfire season, real-time data monitoring facilitated immediate outreach, ensuring high-risk members received air purifiers. This intervention quickly became an entry point into our wider network of care coordination services. It allowed us to conduct health risk assessments that led to the enrollment of members in additional care management programs, tailored to their specific needs.

Yet, the challenges were many. Resource constraints and data management complexities necessitated a precise and focused strategy to engage with our members effectively. We worked diligently to overcome hurdles in data overload and scalability to ensure our interventions reached those in dire need without delay.

Our coordinated efforts culminated in a comprehensive care response that went beyond addressing the immediate dangers of smoke inhalation. As we connected with members through our outreach, we facilitated essential services ranging from medical care to housing assistance, underscoring our commitment to health equity.

As the year closed, our analysis revealed that proactive outreach had not only mitigated risks associated with wildfire smoke but had also enhanced overall member engagement with our health services. This synergy between immediate response and long-term health planning solidified our resolve to intertwine climate responsiveness with our healthcare delivery. We continue to innovate, pledging to explore and integrate advanced analytics tools to refine our care coordination, deepen our health equity impact, and fortify our stance against incoming health challenges.



OUR INVESTMENTS IN THE COMMUNITY

Community & Social Context

Boys & Girls Club Umpqua Valley—Healthy Lifestyles

We partnered with the Boys & Girls Club of the Umpqua Valley to enrich their summer program, providing \$10,000 to incorporate a gardening component and promote healthy lifestyle choices among youth. This initiative facilitated family bonding and educated participants on nutrition and physical activity.

Chadwick Clubhouse— Breaking Isolation Wellness Rising

We supported Chadwick Clubhouse with a grant of \$100,000, enhancing their capacity to offer educational and workforce development programs. This funding helped the clubhouse provide a supportive space for individuals with mental health diagnoses to form social bonds and access crucial resources.

Douglas Education Service District—Childcare Coalition

We contributed \$10,000 to the Douglas County Childcare Coalition to assist in the creation of new infant/toddler/preschool childcare slots. This initiative aims to recruit and train new early childhood professionals and support existing childcare programs, increasing accessibility for families in the community.

YMCA of Douglas County— Camp Connections

Our \$10,000 funding supported the YMCA in organizing an 8-week free summer camp for youth aged 8-12. The camp focused on mindfulness and building connections, offering structured activities that promote emotional and social development.

Mercy Foundation Inc.— Test My Drink

In response to a rise in drink-spiking incidents, we partnered with the Mercy Foundation to distribute 800 total test strips across nine area restaurants and bars, complemented by a multimedia training and outreach campaign. This \$9,480 investment aims to enhance safety and awareness within the community.

Douglas Public Health Network—Community Health Campaigns

Our partnership with the Douglas Public Health Network involved funding key community health campaigns focused on tobacco cessation and child/adolescent immunizations. With a total investment of \$40,000, these campaigns aimed to address major public health concerns, resulting in increased community engagement and improved health metrics.

Umpqua Valley BIPOC Community

Our investment of \$21,000 enabled the Umpqua Valley BIPOC community to host eight cultural and educational events since January 2023, attracting 129 participants. This funding supports ongoing activities that promote wellbeing, professional development, and peer-led support, significantly enhancing the social fabric and inclusivity of the community.

Tasha’s House

We are proud to support Tasha’s House with \$28,000 to provide a nurturing and inclusive space for the LGBTQIA+ community, particularly youth. This funding helps operationalize a gender-affirming clothing closet and facilitates peer support meetings and group sessions, fostering a sense of community and safety.

COMMUNITY-WIDE NUTRITION AND WELLNESS

This past year, we expanded nutritional support and wellness programs to combat rising rates of obesity and chronic health conditions in our community. We invested \$145,608 in our Food Smart initiative, serving 703 members with programs designed to improve access to nutritious foods and foster healthy eating habits. These programs included a variety of resources such as food demonstrations, cooking classes, and nutrition coaching. Alongside this, our Veggie Rx program offered a unique approach to nutrition, allowing members to use prescriptions to purchase fresh produce, thereby directly improving their diets.

Simultaneously, we recognized the importance of physical activity in promoting health and preventing disease. We partnered with the Douglas County YMCA, investing over \$320,000

to streamline gym membership access for over 998 members. This initiative removed barriers to gym access, enabling members to easily integrate regular exercise into their lifestyles starting in May 2023.

The outcomes of these initiatives, though not directly linked, were telling. In the six months following the implementation of the YMCA memberships, we observed a significant decrease in healthcare costs. Pharmaceutical spending dropped by 31%, equating to a savings of over \$114,000. Additionally, there was a substantial reduction in hospital visits: emergency department utilization decreased by over 52%, and inpatient stays by 67%, of the members who utilized the benefit.



“ Our dedication to integrating health and wellness into the daily life of our community has set a precedent for proactive care. ”

These figures suggested a correlation between the increase in wellness resources and a decrease in medical costs and needs. The decrease in ED visits alone accounted for a cost reduction of over \$32,000, while savings from fewer inpatient stays nearly reached \$120,000.

The impact of our interventions on community health was profound. By addressing nutrition and exercise, the foundational elements of health, we not only improved individual well-being but also made strides in fostering a healthier community overall. This reinforced our belief in the power of preventive care and community-based health initiatives.

Our dedication to integrating health and wellness into the daily life of our community has set a precedent for proactive care. As we move forward, we continue to be motivated by the positive changes we've observed and remain committed to providing our members with the tools they need for a healthier future.



MORE COMMUNITY INVESTMENTS

Food & Nutrition

Canyonville Farmers Market—Community Education and Wellness

We invested \$13,950 to enhance the Canyonville Farmers Market by incorporating nutrition education, cooking classes, and take-home cooking kits for youth. This initiative promotes healthy eating habits and provides practical food preparation skills to the community.

The Fish of Roseburg—Woman and Infant Nutrition Supplies

With a \$15,000 investment, we supported The Fish of Roseburg to supply essential nutritional items like baby formula, diapers, and age-appropriate foods for children 0-12 months. This initiative helps ensure that infants and toddlers receive the nutrition they need during critical developmental stages.

Douglas County Cancer Services

We provided \$10,000 to assist individuals battling cancer with additional costs associated with treatment. This support included providing gas cards and food cards to alleviate the financial burdens of travel and specialized diets, ensuring patients can focus on their recovery without added stress.

The Friendly Kitchen—Meals on Wheels

We contributed \$12,500 to support the Meals on Wheels program, which delivers hot, nutritious meals to seniors and people with disabilities in Douglas County. This program serves approximately 4,800 meals each month to 200 homebound individuals, enhancing their quality of life and health.

UCAN—Food Hero at Farmers Market

We partnered with UCAN to support the Food Hero at the Farmers' Market program, providing meal kits that encourage youth to try healthy fruits and vegetables. With a \$4,500 investment, this program promotes nutritious eating choices at local Farmers' Markets, directly impacting children's dietary habits.

UC VEG Lifestyle and Nutrition Course

Through a \$15,000 partnership with Umpqua Community Veg Education Group (UC VEG), we offered a Lifestyle and Nutrition Course teaching the benefits of a whole-food, plant-based diet and moderate physical activity. This educational initiative provided three additional 13-week courses in 2023, helping community members adopt healthier lifestyles.

UCAN—Support for Vulnerable Infant/Toddler Development

Our \$7,400 investment supported UCAN's early childhood programs by providing specialized breast pumps, breast pump replacement parts, and infant carriers. This support is crucial for new mothers, ensuring they have the resources needed to nurture their infants effectively.

QUALITY OUTCOME METRICS

For 2022 Quality Metrics, Umpqua Health Alliance emerged as a statewide leader, making significant strides in multiple areas. For System-level Social Emotional Health, our efforts ensured that all required components—such as action plans to improve service capacity and access—were met.

Moreover, our initiatives yielded measurable improvements in mental health support, with our depression screening and follow-up performances showing an upward trajectory of care quality. We also saw enhanced outcomes in substance use disorder treatments, a result of our focused interventions and support programs.

- CCO achieved BENCHMARK
- CCO achieved IMPROVEMENT TARGET

UHA met Quality Pool Distribution Targets for 13 out of 14 possible measures, and 4 out of 4 Challenge Pool measures, earning 104% of target payment.

	Advanced Health	AllCare CCO	Cascade Health Alliance	Columbia Pacific	Eastern Oregon CCO	Health Share of Oregon	InterCommunity Health Network	Jackson Care Connect	PacificSource-Central	PacificSource-Gorge	PacificSource-Lane	PacificSource-Marion Polk	Trillium South	Trillium North	Umpqua Health Alliance	Yamhill Community Care
Assessments for children in ODHS custody	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Child and adolescent well-care visits (ages 3-6)	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Childhood immunization status: Combo 3	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Cigarette smoking prevalence (EHR)	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Depression screening and follow-up	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Diabetes care: HbA1c poor control	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Health equity: Meaningful language access	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Immunization for adolescents: Combo 2	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Oral evaluation for adults with diabetes	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Prenatal and postpartum care: Postpartum care	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Preventive dental and oral service utilization	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Ages 1-5	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Ages 6-14	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
System-level social emotional health	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
SBIRT	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Rate 1	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Rate 2	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
SUD treatment	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Initiation	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Engagement	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■

Data courtesy Oregon Health Authority

IMPACTS

The IMPACTS (Improving People’s Access to Community-Based Treatment, Supports, And Services) Program, funded by the Oregon Criminal Justice Commission and renewed in 2022, illustrates Umpqua Health Alliance’s proactive approach to community health and safety. Launched in 2020, the program specifically targets the needs of individuals grappling with mental health or substance use disorders, aiming to reduce their involvement with the criminal justice system.

Our Intensive Care Coordination team is dedicated to connecting members to vital services both during and after incarceration. This seamless coordination is a cornerstone of the IMPACTS initiative, ensuring continuous care and support that aids in rehabilitation and reintegration into the community.

The positive outcomes of the IMPACTS program are evident in the data, with a decrease in days incarcerated, a decrease in claims costs, and an increase in behavioral health and substance use disorder treatment utilization. One success story involves a woman who had been struggling with homelessness and untreated behavioral health issues, resulting in frequent incarcerations. She was identified for the IMPACTS program after experiencing over 20 jail bookings and more than 80 unique visits to the emergency department over

a three-year period. Her journey toward stability began immediately after her release from jail.

Upon her release, she was introduced to the ICC Team to engage in services aimed at achieving and maintaining stability. In the first month of services, she obtained basic need items, began applying for permanent housing options, and established primary care. She actively participated in intensive mental health services, treatment programs, medical care, and skills training, eventually moving to Peace at Home transitional housing.

After a year in the program, she successfully completed Substance Use Disorder treatment and stabilized with permanent housing. Now, she spends her time volunteering at her church, demonstrating the profound impact of the IMPACTS program on her life. This story highlights the program’s ability to transform lives by addressing essential needs and providing comprehensive support.

This success is attributed to our strong partnerships with Adapt, CHI Mercy Health, Douglas County Commissioners, State of Oregon Justice Department, National Alliance on Mental Illness, Roseburg Police Department, Douglas County Sheriff, and the Cow Creek Band of Umpqua Tribe of Indians.



MORE COMMUNITY INVESTMENTS

Neighborhood and Physical Environment

Onward Roseburg— Outreach Services and Support for People Experiencing Homelessness

In 2023, we invested \$58,774 in Onward Roseburg, enhancing their capacity to reach and assist people experiencing homelessness. This initiative focuses on providing direct support for obtaining identification, connecting individuals to healthcare providers, and assisting with housing applications, thereby facilitating their transition from homelessness to stable living conditions.

Peace at Home— Transitional Housing for Youth and Underserved Populations

We provided \$393,068 to renovate and enhance existing facilities, offering low-barrier, affordable housing for individuals who have experienced trauma and abuse. This project also included the creation of a community kitchen and potential childcare facilities to support residents' needs comprehensively.

Peace at Home Advocacy Center

With a \$62,000 investment, we helped Peace at Home Advocacy Center improve accessibility for individuals with disabilities. This included acquiring ADA-compliant transportation and developing an ADA-compliant restroom within their shelter program, ensuring that all community members can access the center's services during times of crisis.

NeighborWorks Umpqua—Building Resilience During Transitions to Affordable Housing

With a \$34,500 grant, we supported low-income residents in covering rental deposits and moving expenses and purchasing furniture and food during their transition into permanent, affordable housing. This initiative aims to increase housing stability and resilience among individuals at risk of homelessness.





Education and Economic Stability

Douglas Education Service District—Construction Combine

In 2023, we contributed \$11,100 to support the Construction Combine, a collaborative effort between educational institutions, local construction contractors, and community members. This program aims to bolster the local workforce by providing hands-on experience to high school juniors and seniors. The two-day event enables 50 students to explore careers in the construction trades, culminating in a group project that benefits the community, such as building a shed for a local veteran.

Douglas Education Service District—Early Learning Parent Resource Center

We allocated \$7,696 to enhance the Early Learning & Parent Resource Center operated by the Douglas Education Service District. Our funding supported the addition of arts and crafts supplies, music and movement activities, and STEAM (science, technology, engineering, the arts, and mathematics) resources. These enhancements aim to provide a rich learning environment that encourages parental involvement and early childhood development.

Phoenix School of Roseburg—Phoenix Youth Health Corps

Our investment of \$18,600 established the Oregon Youth Health Corps, fostering an educational space where youth participants become informed and engaged in healthcare. This initiative not only educates young people about health services but also encourages their active participation in community health improvement efforts.

Disclaimer: This is not a complete list of the projects UHA funded.

CHILDREN'S SOCIAL EMOTIONAL HEALTH

In 2023, Umpqua Health Alliance (UHA) dedicated extensive efforts to enhance the social and emotional health of children in Douglas County, particularly focusing on those from birth to age five. Recognizing the complex needs of this vulnerable age group, we implemented a comprehensive strategy to ensure that these young children and their families had equitable access to essential health services.

The initiative was propelled by an in-depth analysis of health complexity data provided by the Oregon Health Authority, which identified significant gaps in the provision of social and emotional health services. The data highlighted a concerning trend: nearly 40% of children aged 0-5 in the county were experiencing three or more social risk factors, including poverty, foster care, parental incarceration, and exposure to parental mental health and substance use challenges.

In response to these challenges, we mobilized a cross-departmental team that included specialists from provider network quality, integrated clinical services, decision support, and care management. This team's primary role was to synthesize data and strategize effective interventions to close the identified service gaps, focusing on developing a robust support network tailored to meet the diverse needs of each family and child.

A key element of our strategy was the development of the Behavioral Health Dashboard. This tool helped us monitor network adequacy and enhance responsiveness to community needs, thereby expanding our provider network to better

serve young children. Additionally, UHA conducted asset mapping to pinpoint existing resources and potential service gaps within community-based organizations, ensuring a well-rounded approach to service delivery.

Engaging with the community was fundamental to our approach. UHA held targeted listening sessions with Hispanic, Latino/a/x, and Spanish-speaking parents to gather direct feedback that would inform culturally sensitive service adaptations. Our partnership with the Ford Family Foundation also amplified our impact, providing the necessary resources to implement these community-driven interventions effectively.

Looking ahead, we intend to continue our ongoing projects aimed at enhancing the provider directory tool and refining behavioral health provider contracting processes. These efforts are part of our broader vision to ensure every child in our community receives the support necessary to thrive emotionally and socially.





INVESTING IN THE FUTURE OF HEALTHCARE

Umpqua Health Alliance (UHA) strategically directs our resources into key areas of healthcare investment to enhance the quality and efficiency of care provided to our community. These investments have been targeted to support not only immediate health needs but also to lay a strong foundation for a future where quality, accessibility, and patient outcomes are at the forefront of healthcare delivery.

Provider Rate Enhancements:

Understanding the critical role of our healthcare providers, we offer enhanced provider rates, ensuring that our community benefits from highly skilled professionals delivering care. By adjusting these rates, we aim to attract and retain quality providers, which is crucial for maintaining and improving health services and patient care outcomes.

Quality Payments and Incentives:

We have a robust quality payment structure designed to reward providers for achieving specific health outcomes. These payments incentivize practices that lead to high-quality patient care, such as preventive screenings and chronic disease management, ensuring that financial incentives align with patient health and well-being.

Value-Based Purchasing (VBP) Expansion:

We have made a commitment to value-based purchasing—a healthcare delivery model that compensates providers for the quality, rather than the quantity, of care they deliver. Our goal is to transition a significant percentage of our total payments to this model, driving the evolution towards a healthcare system that is both cost-efficient and outcome-focused.

IT Infrastructure Development:

Our investments in IT infrastructure have been substantial, focusing on improving interoperability between systems and enhancing data analytics capabilities. These developments are critical for streamlining operations, facilitating the management of patient data, and enabling providers to deliver more coordinated and personalized care.

Primary Care Reinforcement:

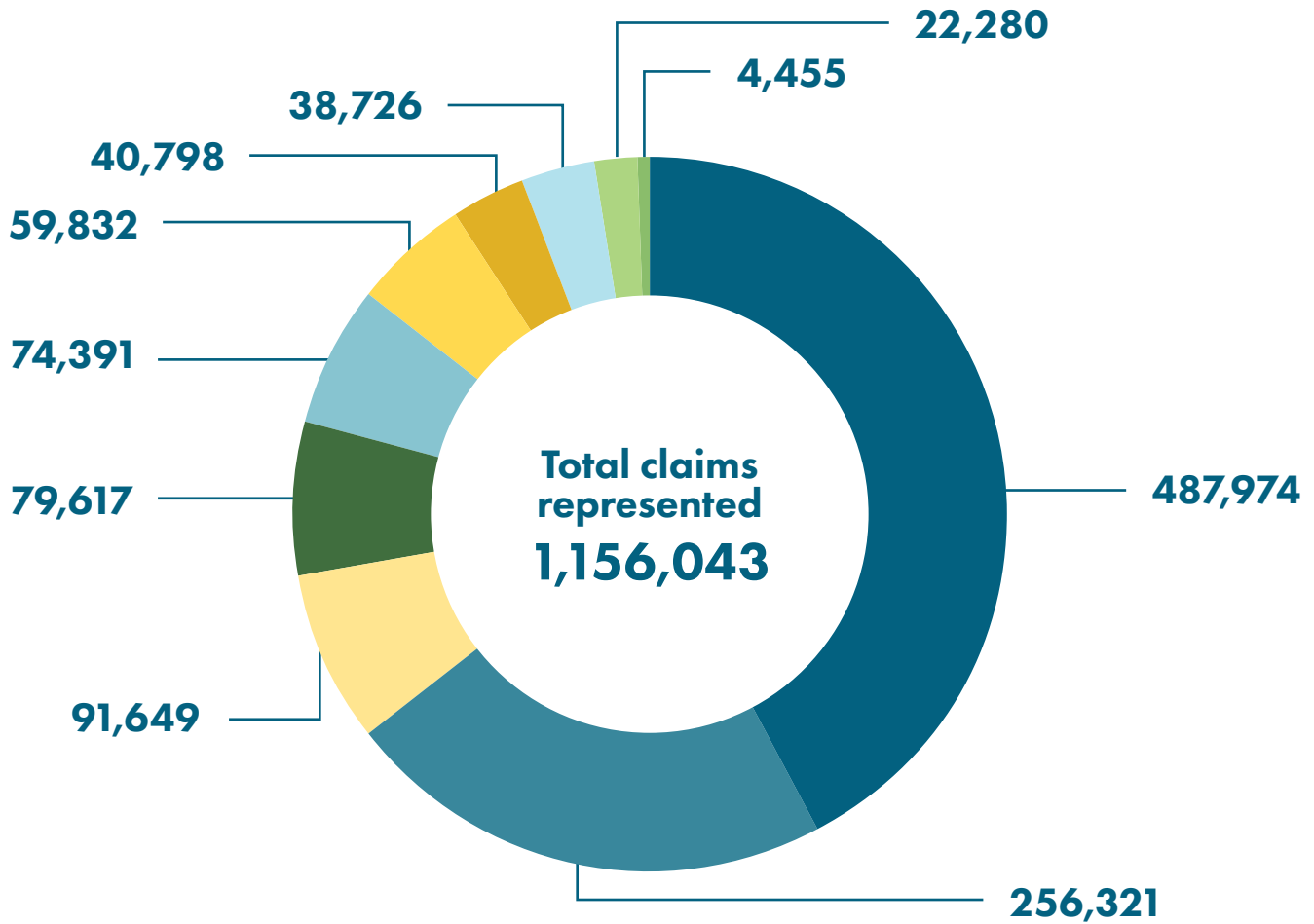
We've reinforced our investment in primary care services, recognizing that a robust primary care system is the foundation of preventive health and early intervention. This includes expanding services to address mental health within primary care settings, allowing for a more holistic approach to patient health that integrates physical and mental wellness.

Substance Use Disorder (SUD) Treatments:

Addressing the public health crisis of substance use disorders, UHA has increased our investment in SUD treatments. This includes funding for evidence-based recovery programs, supporting community-based initiatives, and ensuring that those struggling with substance use have access to the comprehensive care and support they need.

By investing in our providers, technology, and care models, we are setting the stage for a healthcare system that prioritizes patient-centered care, and rewards positive health outcomes.

Utilization of Services



- Pharmacy
- Hospital: Outpatient
- Medical Transport
- Physician
- Hospital: Inpatient
- Other Service
- Mental Health
- Hospital: ED
- Substance Abuse
- Dental



NEWTON CREEK CLINIC

Umpqua Health's direct patient care clinic, Umpqua Health Newton Creek, stands as a vital resource within our rural community, offering comprehensive primary care, behavioral health, and urgent care services. With a commitment to serving the most vulnerable populations, the clinic plays a crucial role in ensuring equitable access to essential healthcare services. As a primary care provider, Newton Creek Clinic serves as a medical home for individuals and families, offering preventive care, chronic disease management, and routine screenings.

Our integrated behavioral health services address the holistic needs of patients, providing support and treatment for mental health conditions and substance use disorders. Additionally, the urgent care services offered by the clinic ensure timely access to medical attention for acute illnesses and injuries, contributing to the overall health and well-being of the community. Through our dedication to serving those in need, Newton Creek Clinic plays a key role in promoting health equity and improving healthcare outcomes in our rural area.

Umpqua Health Newton Creek Providers



James Cook, FNP-C



Jim Hoyne, DO



Julie Leister, PMHNP



Richard Frank, FNP



Christina Capannolo, DO



Raven Weeks, FNP-C

OUR EMPLOYEES

Umpqua Health and its employees make substantial contributions to both the local and statewide economies, highlighting our pivotal role as a major economic engine in Oregon. Our activities not only bolster economic output significantly but also support numerous jobs,

enhancing labor income across various sectors. This impact is complemented by our commitment to education and community service, with staff actively participating in volunteer work and furthering their education through company benefits.

IN DOUGLAS COUNTY, UMPQUA HEALTH CONTRIBUTED ANNUALLY (IN 2022)

\$26m

in economic output

141

local jobs

\$16.6m

in total labor income

\$2m

in tax revenue that supports
the state's general fund

\$515k

in tax revenue that supported city and
County government functions

ACROSS OREGON

\$60.4m

in economic output

327

jobs

\$26.3m

in total labor income

FOR EMPLOYEES

144

full-time employees

4

part-time employees

15

staff members used tuition
reimbursement / continuing
education benefit

97

hours spent volunteering in
the community, funded by
Umpqua Health



Umpqua Health

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