

# 2020 Annual Report



## Our Mission

*To improve quality of life in our community by helping to support and provide quality, charitable, compassionate health care now, and for generations to come.*

## Core Values

**Integrity** – We demonstrate a dedication to ethical practices and are deeply committed to community service.

**Professionalism** – We provide high-quality service based on more than 50 years of health care experience and innovation.

**Respect** – We promote an environment of mutual, positive regard for our patients, clients, and employees.

**Relationships** – We value a process that results in healthy relationships and positive communication.



## Eric Van Houten, CEO



### Meeting the Challenge

On October 1<sup>st</sup> we celebrated our 17<sup>th</sup> year as an independent, nonprofit health care organization. Over these years, we've navigated through many obstacles in our mission to serve our patients and clients in Lane County.

As we all know too well, 2020 has been unlike any year in our lives.

The global pandemic, a near economic depression, major social unrest and historic wildfires have collided to create perhaps the most challenging year any of us have ever experienced.

Yet through it all, the Cascade Health team has risen to the challenge to fulfill our mission: *To improve quality of life in our community by helping to support and provide quality, charitable, compassionate health care now, and for generations to come.*

In many ways we have adapted and innovated our delivery of care so that our clients and patients continued to benefit from their relationship with us during the challenges of COVID-19.

Space limits my ability to highlight all the ways we have continued to provide help and hope to our communities, but I did want to illustrate just a few examples of how our people have stepped up and delivered.

- Reinvented the way we provide services and support via telehealth contacts
- Overhauled our social distance and Personal Protective Equipment protocols to serve patients
- Retrained our hospice volunteers to continue their amazing support while social distancing
- Reconfigured our clinics and workplace health services to provide a safe and convenient onsite environment
- Converted our signature fundraising event – The Festival of Trees – to direct donation with outstanding support from our wonderful donors

Indeed, the willingness and dedication of Cascade Health's employees to overcome obstacles for the sake of our patient's and client's health has been inspiring.

Relatedly, due to the diligence and creativity of our team, service levels and client relationships have held steady during this most unusual year, allowing for sound financial health of our organization. What follows in this annual report is an overview and operational read-out from each of our departments. I think you will agree that the organization continues to operate on very solid footing.

As we head into a new year with optimism that the difficulties of 2020 retreat into the rear-view mirror, I hope you will read the rest of this report and see what I see: Cascade Health and every single team member is meeting challenges and fulfilling our mission to make life better for everyone we have the privilege to serve.

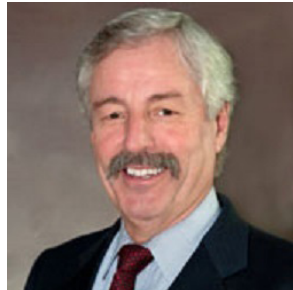
Yours,  
Eric



## Board of Directors



**Richard Abraham, MD**



**Terry Allen**



**Liz Bainter**



**Mike Butler**



**Jim Ginger**



**Holly Jo Hodges, MD**



**Bob Laing**



**Brenda Large**



**Carol Marusich, OD**



**Andy Moore**



**Nikos Ridge**



**Jerry Stiltner**



**Rich Truett**



**Craig Wanichkek**





# WORKPLACE HEALTH – Occupational Health

## WHAT WE DO

We partner with employers to hire and maintain the healthiest and most qualified workforce, provide health care services for workplace injuries, and cultivate a safety culture thereby helping to mitigate the risks and costs of unsafe workplaces. These teams include: Occupational Medicine, Physical & Occupational Therapy (Workers Action Program), and Mobile Health.

## RESULTS

Department	Key Performance Indicator	Percent to Goal
Occupational Medicine	37,478 visits	89
Physical Therapy/Workers Action Program	11,006 visits	99
Mobile Health	958 calls	50

## SUCCESES

- Our Occupational Medicine and Therapy teams were incredibly successful at sourcing Personal Protective Equipment (PPE), implementing screening protocols and developing telemedicine options.
- Our Mobile Health team seamlessly pivoted to help clients implement COVID-19 screening protocols and staffing.

## TESTIMONIAL

*Cascade Occupational Health Services are absolutely critical to our business. For us, they provide excellent screening and testing for everything from Department of Transportation Medical Certification to fittings for respirator use and everything in between.*

**King Estate**



# WORKPLACE HEALTH - Wellness

## WHAT WE DO

We partner with employers to design, implement and carry out wellness and preventative strategies aimed at their workforce and dependents. These teams include: 4j Wellness Clinic, Springfield Wellness Center, and Wellness Services.

## RESULTS

Department	Key Performance Indicator	Percent to Goal
4j Wellness Clinic	3,664 visits	95
Springfield Wellness Clinic	3,410 visits	100
Wellness Services	7,183 procedures	107

## SUCSESSES

- Our Onsite Clinic teams developed a quick response and migration program for telemedicine intervention strategies at the on-site clinics.
- Our Wellness Services team implemented a rapid strategy to have essential workers fit-tested for N95 masks, as well as conducted a highly successful and safe flu shot campaign.

## TESTIMONIAL

*I just wanted to take a second and mention how great it was to work with Kim Hassenger, Wellness RN. She is a fantastic addition to your team (if I must say), and spending the majority of the morning with her was a delight.*

**EWEB**



## HOME HEALTH & HOSPICE SERVICES

### WHAT WE DO

We provide a comprehensive array of services to support our aging community in Lane County and those with advanced illness needs. These teams include: Home Health, Hospice, and the Pete Moore Hospice House.

### RESULTS

Department	Key Performance Indicator	Percent to Goal
Home Health	1,326 admissions	90
Hospice	93 average daily patients	97
Pete Moore Hospice House	12 average daily patients	94

### SUCSESSES

- Our Home Health and Hospice team implemented a successful COVID-19 protocol strategy which allowed them to safely provide outstanding care to thousands of patients throughout Lane County.
- The Pete Moore Hospice House team was able to deliver outstanding care, while keeping Lane County's only hospice house safe for patients, loved ones and staff.

### TESTIMONIAL

*Dear Hospice Team,*

*Words cannot begin to express the gratitude I have for your presence in the last chapter of our loved one's life. The way you cared, your love, honesty, transparency, compassion and willingness to let us do things in the way she preferred or requested was so appreciated.*

*Your advice, knowledge, and the way you advocated for us was extraordinary and I could not have gotten through this without you.*

*I just wanted you to know that you touched us all and will forever have a place in our hearts. You are an angel on earth and now have an angel in heaven advocating for you!*

**With Love, Our family**



## CLINIC BASED SERVICES

### WHAT WE DO

We provide outpatient clinic based services to assist our community in addressing the critical chronic and acute needs amongst Lane County residents. These teams include: Behavioral Health, Diabetes Nutrition & Education, and Outpatient Physical Therapy.

### RESULTS

Department	Key Performance Indicator	Percent to Goal
Behavioral Health	10,709 visits	100
Diabetes & Nutrition Education	1,673 patients	76
Outpatient Physical Therapy	1,839 visits	89

### SUCSESSES

- Each team transitioned to telemedicine and enhanced safety for our in-person services to successfully treat our most vulnerable populations in managing their pain, diabetes care, and mental health needs.
- Behavioral Health counselors were able to provide support during unprecedented challenges including COVID-19, social unrest and local wildfire destruction.

### TESTIMONIAL

*I have been blessed over the past nearly five years to work with the Cascade Health Diabetes Education staff. The lead educator-- Kirsten Gram, RDE, is an experienced professional who truly cares for her patients. I have seen her numerous times go well out of her way to assist a patient in need, whether overbooking her schedule, assisting patients with medication acquisition, and via interdisciplinary communication with primary care and endocrinology staff.*

**Clinical Pharmacist, Oregon Medical Group**



## FOUNDATION

### WHAT WE DO

We raise funds to support Cascade Health's mission of improving health and quality of life in our community through philanthropic programs and services. Our charitable gifts are raised through the Festival of Trees, Wind Beneath your Wings program, and direct donations to the general fund.

### RESULTS

Activity	Key target	Percent to Goal
Festival of Trees	37 of 38 sponsors contributed	97
Pete Moore Hospice House	323 donors	111

### SUCSESSES

- This year we made the difficult decision to not hold the Festival of Trees. We were honored by the community's support as many donors converted their sponsorships into direct donations to the Foundation.
- After an astounding 27 year career, Margie Brooks is able to retire. Her tireless work brought so much to Cascade Health Foundation, the Festival of Trees, and our community. Margie's work will never be forgotten.
- We are thrilled to have hired Sarah-Kate Sharkey as the new Foundation Director.
- Through employee contributions, donors as well as from families of residents we met our goal of raising sufficient funds to replace the aging gazebo at the Pete Moore Hospice House. The new gazebo will offer a place for patients and families to enjoy the beauty of the grounds. Additionally it will be a central location for our Butterfly Release and Light Up a Life events.

### TESTIMONIAL

*The Cascade Health Foundation has provided an exceptional gift to Lane County – the Pete Moore Hospice House. Through its work, the Foundation helps make our community a better place for patients nearing the end of life, along with their loved ones.*

**Nikos Ridge, Ninkasi Brewing and Cascade Health Board Member**



## Our employees are our most important asset

Adam C.  
Adrienne R.  
Alicia P.  
Alisha W.  
Alyssa M.  
Amanda B.  
Amanda G.  
Amy H.  
Andrea A.  
Anita W.  
Ann A.  
Anne H.  
Anne W.  
April N.  
Arianne R.  
Ashlee B.  
Barbara B.  
Barbara C.  
Barbara K.  
Belinda B.  
Benjamin G.  
Bobby P.  
Bonnie D.  
Brandy N.  
Brenda C.  
Brendon E.  
Bret F.  
Bryana S.  
Carla M.  
Carol B.  
Carol E.  
Carsyn O.  
Catherine O.  
Chelsie S.  
Chelsie W.  
Christina R.  
Christine V.  
Cindi F.  
Cindy S.  
Clearisa V.  
Colette S.  
Conner M.  
Connie C.  
Corrine C.  
Courtney J.  
Curtis C.  
Dale M.  
Darla B.  
David W.  
Dayquan D.  
Deanne G.B.

Debbie F.  
Deborah M.S.  
Deborah S.  
Debra M.  
Debra W.  
Deena W.  
Denise A.  
Devon D.  
Dilfuza M.  
Elizabeth W.  
Ellen C.  
Elysia J.  
Emily M.  
Emily S.  
Eric V.  
Evie T.  
Frances C.  
Gina F.  
Grant A.  
Hannah H.  
Harriette B.  
Heather F.  
Heather M.  
Heather S.  
Holly B.  
Isaac E.  
Jackie F.  
James D.  
James M.  
Jamie C.  
Jamie R.  
Jan M.  
Jason B.  
Jason T.  
Jeanee W.  
Jeffrey L.  
Jenna L.  
Jenna S.  
Jennifer C.  
Jennifer F.  
Jennifer K.  
Jennifer M.  
Jennifer Y.  
Jessica C.  
Jessica R.  
Jin P.  
Joan H.  
Joanne M.  
Joanne O.  
Jodi D.  
John L.

Jonathan S.  
Joyce S.  
Judy H.  
Juliana R.  
Julie L.  
Julie S.L.  
Julie S.  
Karen K.  
Karena P.  
Karla S.  
Karlie W.  
Katharine G.  
Kathleen C.  
Kathryn F.  
Kathryn M.  
Kaylan R.  
Kaysie A.  
Keanna E.  
Keith W.  
Kelli J.  
Kelly D.  
Kellye C.  
Kelsey D.  
Kendal K.  
Kendra H.  
Kerry S.  
Kevin M.  
Kimberley R.  
Kimberly M.  
Kimberly S.C.  
Kirsten G.  
Kristen A.  
Kristen W.  
Kristi C.  
Kristin S.  
Kristina F.  
Larae P.  
Laura H.  
Laurie C.  
Laurie G.  
Leah M.  
Lee Ann W.  
Lena H.D.  
Leslie N.  
Liceidy D.  
Linda F.  
Linnea E.  
Lisa B.  
Lisa W.  
Lizabeth E.  
Lynda O.  
Margot C.  
Maria C.  
Mariah G.  
Mariah W.  
Marie S.  
Martha d.B.  
Martha S.

Mary B.  
Mary C.  
Mary Joy S.  
Matthew H.  
Matthew W.  
Megan C.  
Melissa P.  
Michael D.  
Michelle D.  
Michelle E.  
Michelle S.  
Misty P.  
Monica G.  
Nancy B.M.  
Nataschia W.  
Pamela F.  
Penny D.M.L.  
Rachel M.  
Raema S.  
Raymond C.  
Rayne M.  
Rebecca B.  
Rebecca D.  
Rebecca D.  
Rebecca G.  
Rebecca G.  
Rebecca S.  
Rita V.  
Robin W.  
Ruby K.  
Ruth H.  
Ryan F.  
Sandra K.  
Sandra R.  
Sarah A.  
Sarah J.  
Sarah K.  
Sarah L.  
Sarah P.  
Scott C.  
Shannon M.  
Shari B.  
Sheila S.

Sherrie D.  
Sherrie S.  
Sherry L.  
Sherry S.  
Shirley D.  
Stacey C.  
Stacie V.  
Stella K.  
Stephanie E.W.  
Stephanie N.  
Steve B.  
Steven B.  
Susan B.  
Susan C.  
Susan I.  
Tamara G.  
Tanner S.  
Taylor H.  
Teresa G.  
Terrance K.  
Tess P.  
Thea P.  
Thomas F.  
Thomas K.  
Tibor B.  
Tracy P.M.  
Tracy B.  
Travis B.  
Travis H.  
Travis N.  
Trevor S.  
Tyler T.  
Valarie A.  
Valerie F.  
Valinda W.  
Vanessa R.  
Vickie S.  
Victoria H.  
Wendy P.  
Whitney E.  
Whitney S.E.  
William B.  
Zachary P.



