



The Oregon Clinic 2023 Benefit Company Report

Public Benefit Description

As healthcare providers, our purpose is to take care of the wellbeing of our patients. As an Oregon Benefit Company, we are also committed to the wellbeing of our community and staff.

This year, ongoing staffing shortages—a situation endemic to the healthcare industry in 2023—impacted patients access to our services. Despite these challenges, we continue to treat a high volume of patients and are working as hard to allow for faster access to our high-quality specialty care.

The Oregon Clinic remains one of the very best organizations to work for in Oregon and SW Washington based on our continued high marks from our staff. For the 9th year, we were in the top 10 (#5 this time) large organizations in *The Oregonian's* 2023 Top Workplace rankings. We also had the highest number of physicians and APPs (113) we've ever had listed in the 2023 *Portland Monthly* Top Doctors & Nurses rankings.

The Oregon Clinic maintained its commitment to provide exceptional care for patients, with 620,000 patient visits in 2023. We also continued to provide the highest quality care to our low-income and under-insured patients through Medicaid, significant charity write-offs, and participation with Project Access Now, a local non-profit organization that facilitates healthcare for patients in need. In 2023, The Oregon Clinic provided \$121,767,550 in community benefit. We calculate this amount with the state formula used by non-profit hospitals to determine their non-profit status.

Supporting Our Community

In 2023, we continued our partnership with Central City Concern, a local non-profit that helps Portlanders who are affected by homelessness, poverty, and addiction. Along with financial donations and sponsorship of Central City Concern, we hosted a hygiene supply kit drive with our staff that yielded a large volume of supplies for their clients—The Oregon Clinic is Central City Concern's largest supplier of hygiene products by far. We also funded welcome baskets for residents of Central City Concern's Recuperative Care Program at Evergreen Crossing, a new development that delivers health care, housing, and respite care for individuals who would otherwise be discharged from hospitals to homelessness. We organized staff volunteers to assemble the baskets at a volunteer event.

We continued our financial support of Virginia Garcia Memorial Health Center by sponsoring their ¡Prospera! event. Ten physicians and leaders from The Oregon Clinic attended the event and made additional donations.

The Oregon Clinic also partnered with local non-profits SOLVE and Schoolhouse Supplies at volunteer events for staff and their friends and family in honor of Martin Luther King Jr. Day, which is recognized as a holiday at The Oregon Clinic. We also organized a toy drive supporting Northwest Children's Outreach and received over 300 donations from staff members.

Through Rebuilding Together, we sponsored the upgrade of the house of an elder in NE Portland and over 20 staff members volunteered for a packed day of renovations. We hosted a volunteer night at the Oregon Food Bank for staff and their friends and family. We also made direct donations to Kinship House and to Jeremy Wilson Foundation.

We are also supporting our community by investing in a new electronic health record (E.H.R.) in 2024. Epic is the gold standard for E.H.R.s and is used by the major health systems in our region. By switching to Epic, we will improve communication with referring physicians and practitioners about our shared patients, improving continuity of care. Much of our leadership team spent significant time preparing for this major transition. This change represents a huge investment of financial and time resources by The Oregon Clinic starting in 2022.

Diversity, Equity & Inclusion

In 2021, our Board of Directors launched a Diversity, Equity and Inclusion (DE&I) Committee to enact change based on a long-term commitment to the wellbeing of our community and supporting equality, equity, and human rights. In 2023, we continued to build on our commitment to advancing an equitable environment for our patients and employees, and to improving health outcomes for our patients.

- We expanded translation of our intake forms.
- Increased diversity in our leadership.
- Launched new staff education about gender diverse patient care.
- Added questions in our patient satisfaction survey to learn how we are doing in meeting the needs of patients from a variety of backgrounds and set up process for handling issues raised.
- For the first time, supported our community by hosting booths at the 2023 Latino Cultural Festival and Juneteenth Oregon events.

Extenuating Circumstance

The Oregon Clinic has been successful in its pursuit of providing public benefit in 2023 and will continue to build on this success.

Process for Selecting a Third Party

After extensive research of appropriate third-party assessment tools, The Oregon Clinic chose the B-lab assessment because it is considered a gold standard in benefit reporting. It also allows for some flexibility to meet the specifics of the healthcare field. Many of the alternative third-party tools were focused on other industries or did not seem appropriately robust. The B-labs tool is also specifically designed to meet the needs of state benefit company reporting.

Explanation for Change in Third Party

We have not changed our third-party standard.

Connection Between Organization and Standards Body

The Oregon Clinic's staff, directors, shareholders, or directors do not have any known connection to B-lab.

Third-Party Standard Used

In this benefit report, the assessment of the overall social and environmental performance of the benefit corporation against third-party standard was applied consistently with our prior reports.

Statement from Benefit Director

As for most healthcare providers across the country, 2023 was a challenging year for The Oregon Clinic—we faced an anesthesiologist shortage in our community, limiting access to surgery for our patients; and staffing shortages meant that our staff worked harder than ever, and patients experienced long wait times to see our physicians. While we are already working hard on the challenges, we were successful in continuing our commitment to providing the highest quality care to our patients.

Staffing shortages have affected the healthcare industry nationwide, and The Oregon Clinic has not been spared. In 2023, we made burnout prevention a priority. Our Wellness Committee organized many resources to address workplace stress and burnout, including hosting a webinar on resilience and mental flexibility and promoting the free counseling resources available to staff through our Employee Assistance Program. The Wellness Committee administered a Stress & Burnout Survey to gain insights from our staff, physicians, and APPs. We gleaned valuable information about the factors affecting company-wide stress levels and burnout that will impact our efforts over the next year to help address the main areas of concern.

We also continued to support and contribute to our Employee Financial Assistance Fund that offers financial support to employees facing an urgent financial emergency and is now a permanent benefit for our staff.

We continue to make strides in our commitment to diversity, equity, and inclusion with our robust, engaged DE&I committee. We have met our goals for staff diversity and women in leadership positions, and will stretch those goals in the future. We still have work to do on BIPOC physician leadership, healthcare equity, and patient access.

The area we have not made significant progress in is positively impacting the environment. This is particularly challenging because all our offices are in leased buildings. In 2024, our focus will be on implementing Epic, a new electronic health record. We hope to make inroads on our environmental impact in 2025.