



at a glance

St. Charles Health System is a private, nonprofit organization with a vision of creating America's healthiest community, together. Headquartered in Bend, Ore., St. Charles is an integrated delivery system that provides a full range of quality, evidence-based health care services within a 32,000-square-mile area in Central and Eastern Oregon. The organization is focused on developing a culture of continuous improvement and looks to its caregivers to serve as frontline problem-solvers.

The health system owns and operates St. Charles hospitals in Bend, Redmond, Prineville and Madras. St. Charles Medical Group is the physician arm of the organization with more than 20 specialties in outpatient clinics throughout the region including family care practices in Bend, Redmond, Prineville, Madras and Sisters, along with a new La Pine Immediate Care clinic, which will offer Family Care starting in the fall of 2018.

In the communities it serves, the health system provided more than \$125 million in unreimbursed care in 2016, including \$4.8 million in charity care.

St. Charles Health System is an industry leader. In 2016, St. Charles Center for Women's Health received a prestigious certification from the American Congress of Obstetricians and Gynecologists that recognizes patient safety in outpatient women's clinics.

The St. Charles Cancer Center is accredited by the American College of Surgeons Commission on Cancer and the National Accreditation Program for Breast Centers. We have the only National Quality Measures for Breast Cancer-certified breast center in Oregon. Our cancer center offers comprehensive services including radiation and medical oncology in one location, an on-site pharmacist, nutrition services, oncology-trained physical therapists, survivorship programs and more.

In 2017, St. Charles Bend was the first hospital in Oregon to offer a minimally invasive procedure, called TransCarotid Artery Revascularization—or TCAR—for patients at risk for stroke due to blockages in their neck arteries.

The health system earned the 2018 Get With The Guidelines-Stroke Silver Plus Quality Achievement Award, which recognizes commitment and success in ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines.

St. Charles invests in its communities. St. Charles is dedicated to providing high-quality care and the latest in health care technology to the communities it serves. The health system is working on several major projects, including the implementation of Epic, its new electronic health record system and a new patient tower at St. Charles Bend, which will significantly increase its critical care capacity for the region.



STATISTICS

St. Charles Health System

EMPLOYEES	4,259
VOLUNTEERS	472
ACTIVE MEDICAL STAFF	372
VISITING MEDICAL STAFF	300

St. Charles Bend

BEDS/STAFF

Licensed Beds	259
Employees *	3,289

INPATIENT STATISTICS

Discharges	16,349
Average Length of Stay	3.98
Inpatient Days	64,995
Average Daily Census	177.6
Total Patient Days	667,892
Births	1,772
Inpatient Cases	8,599

OUTPATIENT STATISTICS

Emergency Room Visits	41,783
Immediate Care Clinic Visits	15,577
Outpatient Cases	8,135
Other Outpatient Visits	56,845

St. Charles Bend is a trauma level II, tertiary referral center. The Bend employee total includes caregivers in La Pine and Sisters clinics.

St. Charles Redmond

BEDS/STAFF

Licensed Beds	48
Employees*	557

INPATIENT STATISTICS

Discharges	2,528
Average Length of Stay	2.93
Inpatient Days	7,406
Average Daily Census	20.2
Total Patient Days	8,041
Births	417
Inpatient Cases	830

OUTPATIENT STATISTICS

Emergency Room Visits	21,836
Outpatient Cases	2,605
Other Outpatient Visits	28,395

St. Charles Redmond is a trauma level III, type B rural hospital.

St. Charles Prineville

BEDS/STAFF

Licensed Beds	16
Employees*	225

INPATIENT STATISTICS

Discharges	709
Average Length of Stay	3.21
Inpatient Days	2,273
Average Daily Census	6.2
Total Patient Days	2,521
Inpatient Cases	38

OUTPATIENT STATISTICS

Emergency Room Visits	12,680
Outpatient Cases	849
Other Outpatient Visits	22,822

St. Charles Prineville is a trauma level IV, Critical Access Hospital.

St. Charles Madras

BEDS/STAFF

Licensed Beds	25
Employees*	188

INPATIENT STATISTICS

Discharges	715
Average Length of Stay	3.572
Inpatient Days	2,517
Average Daily Census	6.9
Total Patient Days	2,692
Births	147
Inpatient Cases	75

OUTPATIENT STATISTICS

Emergency Room Visits	13,728
Outpatient Cases	401
Other Outpatient Visits	9,144

St. Charles Madras is a trauma level IV Critical Access Hospital.

* Current number of employees, including system-level caregivers.