



# 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.

Through their actions, our caregivers demonstrate time and again our organization's beliefs: We believe our strength is in our people. We believe in providing the best care for all. We believe we are at our best when we work as a team. We believe the work we do is greater than ourselves. 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, La Pine, Madras, Prineville, Redmond and Sisters.

In the communities it serves, the health system provided more than \$158 million in unreimbursed care in 2018, including \$19.5 million in charity care.

St. Charles Health System is an industry leader. In 2018, St. Charles Redmond was ranked the top hospital in the state of Oregon for quality and safety according to HealthInsights.

The St. Charles Cancer Center is accredited by the American College of Surgeons Commission on Cancer and the National Accreditation Program for Breast Centers. Our cancer center, which offers radiation and medical oncology as well as other services in one location, was one

of only 24 cancer centers in the country to earn the 2018 Outstanding Achievement Award by the Commission on Cancer (CoC) of the American College of Surgeons (ACS.) The award recognizes the cancer center's commitment to providing the highest quality of comprehensive cancer care to the community. We plan to expand cancer services in Redmond in the near future.

We have a robust cardiology program including cardiothoracic surgery and interventional cardiology. Among the many procedures our highly skilled team performs is transcatheter aortic valve replacements (TAVRs), a minimally invasive way for patients to undergo heart valve repair and replacement without having open-heart surgery.

The health system earned the 2019 Get with the Guidelines Stroke Gold Plus Quality Achievement Award and 2019 Target: Stroke Honor Roll Award, which recognizes commitment and success in ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines. The program was also awarded the Gold Seal of Approval from The Joint Commission for meeting the requirements for Advanced Certification as a Primary Stroke Center.

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. In 2019, St. Charles Bend opened a new patient tower with an expanded Intensive Care Unit and additional Progressive Care Unit rooms. The space has made an impact throughout the region with more patients able to stay closer to home for critical care services. In 2020, St. Charles will open an expansion in Prineville with more space for rehabilitation services, visiting specialists and walk-in family care appointments.



## STATISTICS

### St. Charles Health System

EMPLOYEES .....	4,482
VOLUNTEERS .....	471
ACTIVE MEDICAL STAFF .....	417
VISITING MEDICAL STAFF .....	363

## St. Charles Bend

### BEDS/STAFF

Licensed Beds .....	292
Employees * .....	3,648

### INPATIENT STATISTICS

Discharges .....	16,499
Average Length of Stay .....	3.93
Inpatient Days .....	64,864
Average Daily Census .....	177.7
Total Patient Days .....	67,835
Births .....	1,685
Inpatient Cases .....	7,997

### OUTPATIENT STATISTICS

Emergency Room Visits .....	43,442
Immediate Care Clinic Visits .....	24,292
Outpatient Cases .....	8,843
Other Outpatient Visits .....	79,381

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* .....	484

### INPATIENT STATISTICS

Discharges .....	2,750
Average Length of Stay .....	3.06
Inpatient Days .....	8,407
Average Daily Census .....	23
Total Patient Days .....	9,050
Births .....	495
Inpatient Cases .....	855

### OUTPATIENT STATISTICS

Emergency Room Visits .....	21,976
Outpatient Cases .....	3,045
Other Outpatient Visits .....	29,387

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

## St. Charles Prineville

### BEDS/STAFF

Licensed Beds .....	16
Employees* .....	188

### INPATIENT STATISTICS

Discharges .....	625
Average Length of Stay .....	4.3
Inpatient Days .....	2,713
Average Daily Census .....	7.4
Total Patient Days .....	2,895
Inpatient Cases .....	18

### OUTPATIENT STATISTICS

Emergency Room Visits .....	12,936
Outpatient Cases .....	759
Other Outpatient Visits .....	28,710

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

## St. Charles Madras

### BEDS/STAFF

Licensed Beds .....	25
Employees* .....	162

### INPATIENT STATISTICS

Discharges .....	698
Average Length of Stay .....	4.2
Inpatient Days .....	2,905
Average Daily Census .....	8.0
Total Patient Days .....	2,988
Births .....	149
Inpatient Cases .....	57

### OUTPATIENT STATISTICS

Emergency Room Visits .....	13,364
Outpatient Cases .....	439
Other Outpatient Visits .....	10,339

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

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