



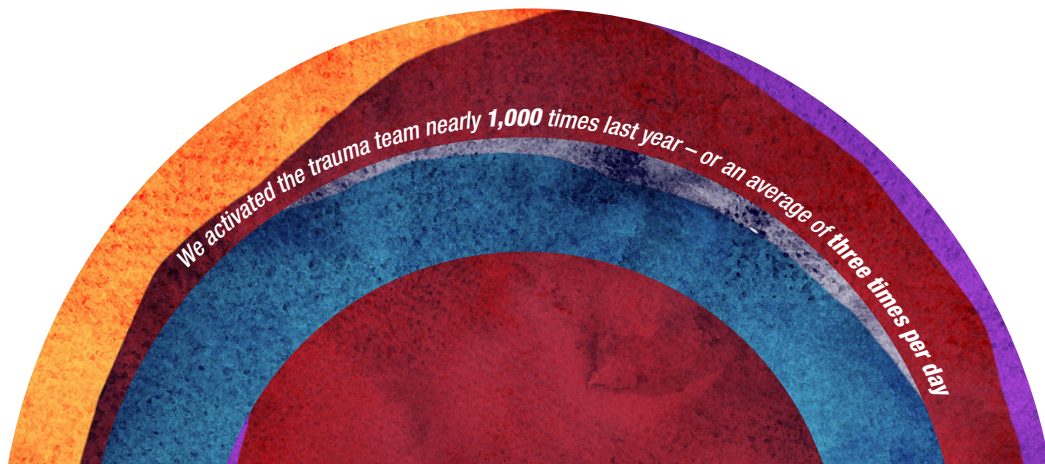
- BEND
- REDMOND
- PRINEVILLE
- MADRAS
- SISTERS
- LA PINE



ST. CHARLES HEALTH SYSTEM

# Annual Report

Every person, every action, every statistic we share is rooted in our central core mission: in a spirit of love and compassion, better health, better care, better value. In 2022, St. Charles caregivers refocused and recommitted to our central charge of providing fundamental, critical health services to our region. Like the hidden, surprisingly beautiful inside of a thunderegg, at our core St. Charles shines by providing simply outstanding patient care.



## 2022 Board of Directors

Jamie Orlikoff, MA, Board Chair

Ann E. Rhoads, CPA, Vice Chair

Jonathon C. Bullock, D.Ed

Steve Gordon, MD, MPP, FACP

Shelly Handkins

Jenny O'Brien

Glenn S. Rodriguez, MD

J. Corey Schmid, MBA

Dan Schuette, CLU, CHFC, CRPS

To me, 2022 represented a year where St. Charles was able to gradually shift focus from weathering the crises of the COVID-19 pandemic and move toward stabilizing the essential services we provide. I'm so proud to work alongside our teams of incredible physicians, providers and caregivers as we spend each day providing exceptional care in a spirit of love and compassion.

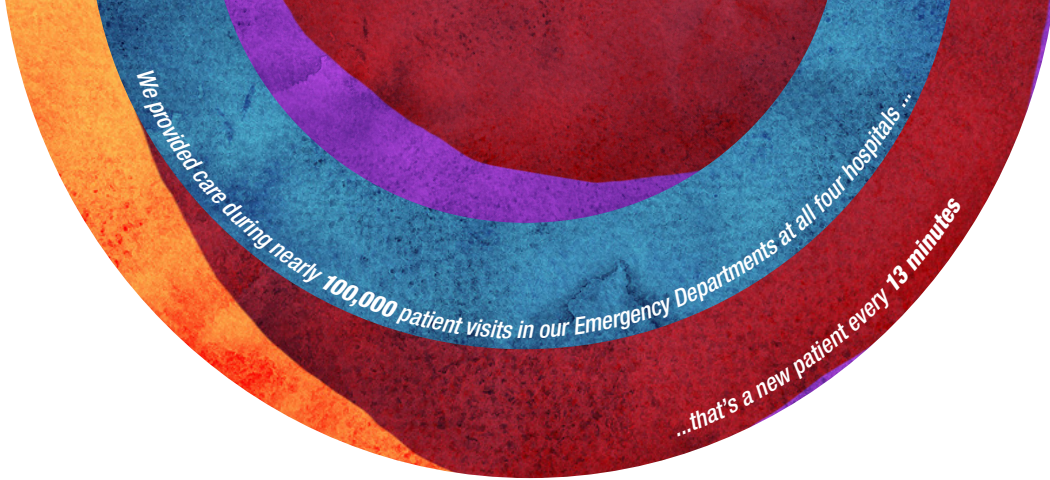
Our growing ability to reassess and strengthen our core comes thanks to widespread population immunity, new therapies and medications, more research and understanding, and even mutations in the virus itself. But most of all, our strength and resilience come from our people. In this report, we recognize the tremendous level of service our teams provided and the collective impact St. Charles delivered to our communities in 2022.

The indispensable role St. Charles plays in Central Oregon cannot be overstated and could not happen without each of the humans of St. Charles—our more than 5,000 employees, physicians, providers, volunteers and donors. As I round through our hospitals, clinics and staff areas, I see the dedication our caregivers bring to serving patients and to one another every day. This report celebrates and honors that passion.

I am enormously proud to support this work and recognize our core efforts during 2022 and onward into the future.

Sincerely,

Steve Gordon, MD, MPP, FACP  
President and CEO, St. Charles Health System



## St. Charles Health System

EMPLOYEES: 4,436 | VOLUNTEERS: 355  
ACTIVE MEDICAL STAFF: 698

Our system is strong and is the heart of a healthy Central Oregon. Serving as the largest employer in the region and the primary health care provider for three counties is a critical role and one our caregivers take seriously every day.

## Community Benefit

### Activity

(Includes grants, donation of medical supplies and in-kind donations of time)

#### Site

St. Charles Bend	\$1,775,298
St. Charles Redmond	\$614,885
St. Charles Prineville	\$384,788
St. Charles Madras	\$495,648
<b>Total Community Benefit</b>	<b>\$3,270,619</b>

#### Benefit Type

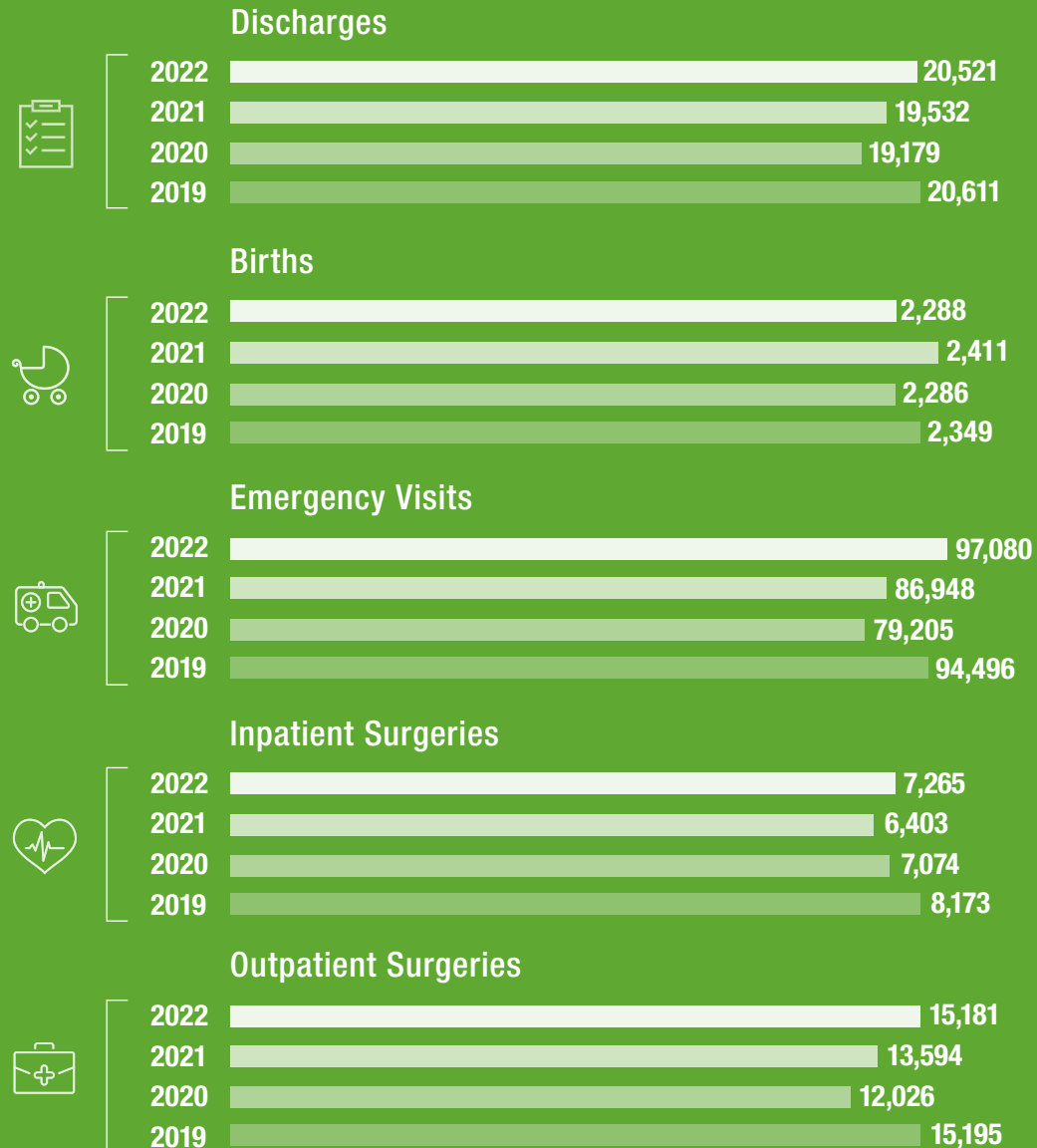
Charity Care at Cost	\$13,541,954
Medicaid Shortfall	\$74,839,641
Other Public Programs	\$20,028,807
<b>Total Un-reimbursed Care</b>	<b>\$108,410,402</b>
<b>Total Benefit</b>	<b>\$111,681,021</b>

These figures are from fiscal year 2021.

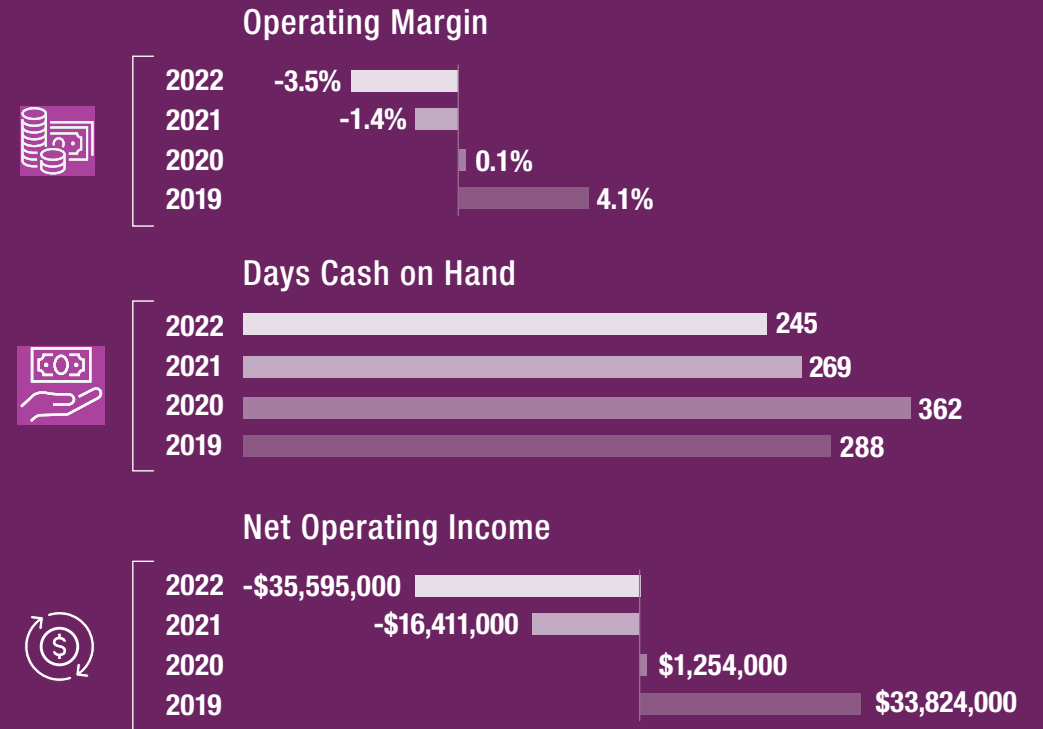


# Impact

St. Charles Health System served **162,855** unique hospital patients in **2022**, compared to **135,618** in **2019**.

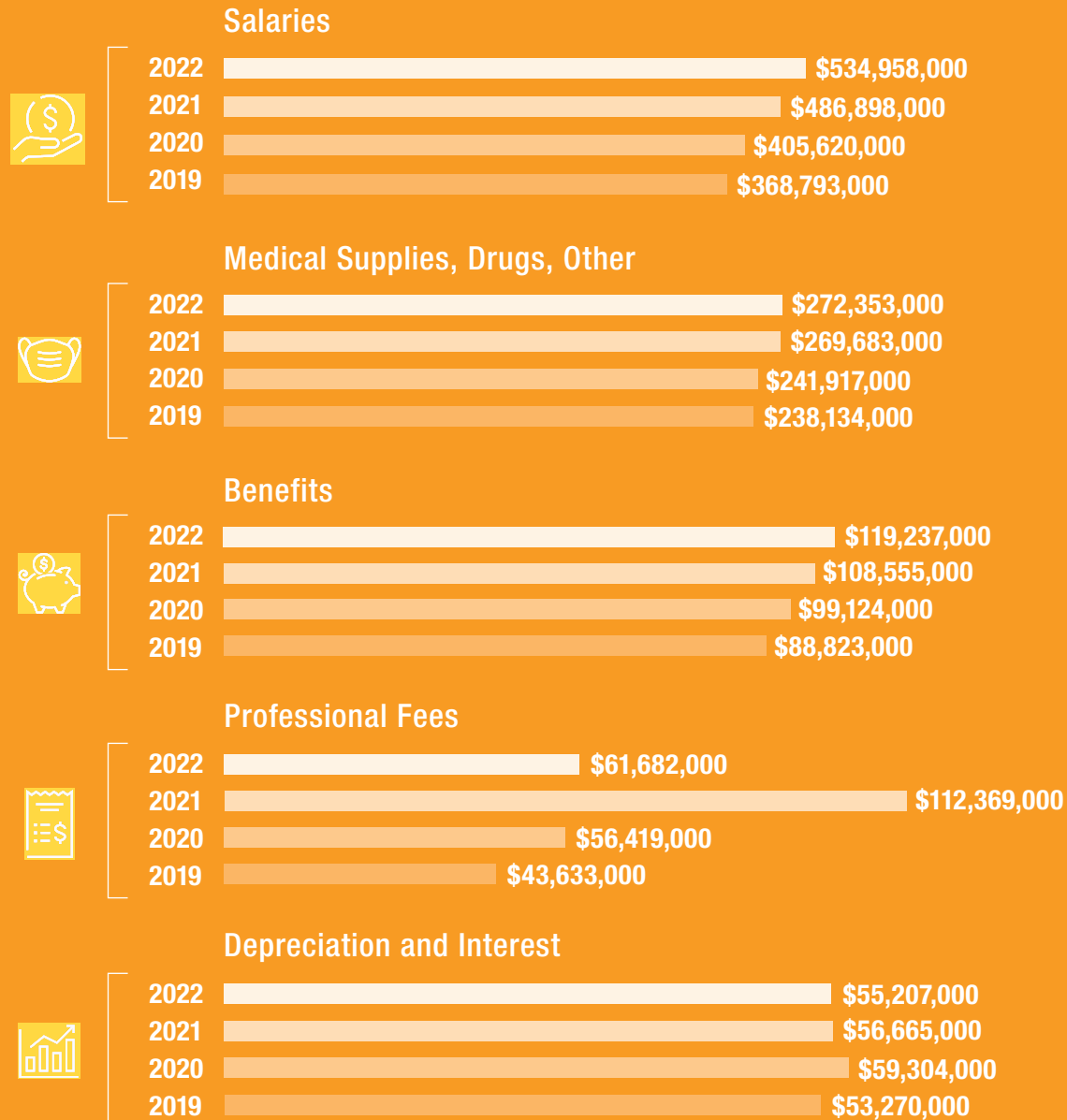


# Financial Summary

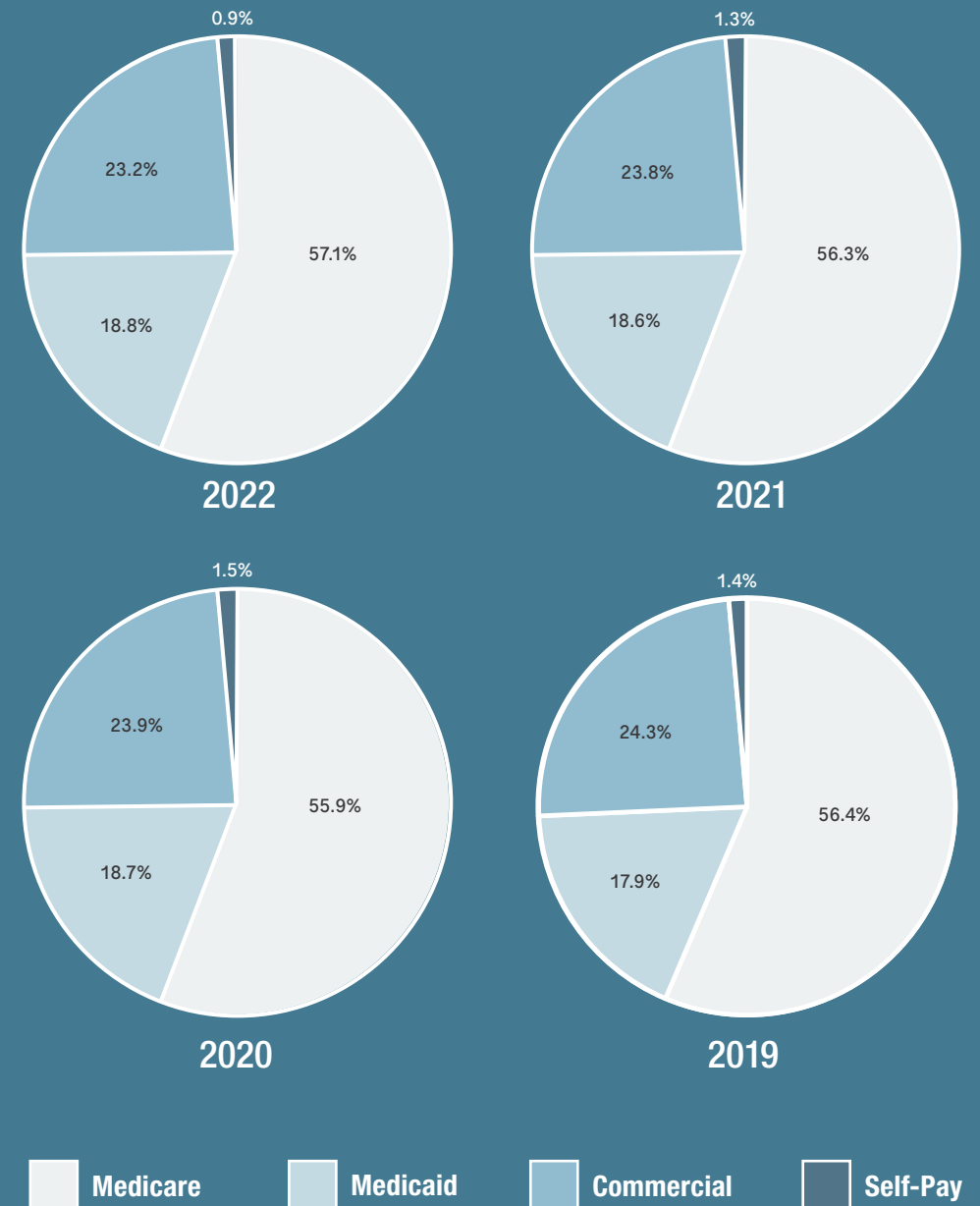


While continuing to rebound from the impacts of the pandemic, we saw many key areas returning to pre-pandemic levels. This includes emergency room visits as well as discharges and inpatient and outpatient visits. These clinical statistics show a health system able to focus on its fundamental core charge of providing care for all.

# Operating Expenses



# Payer Mix

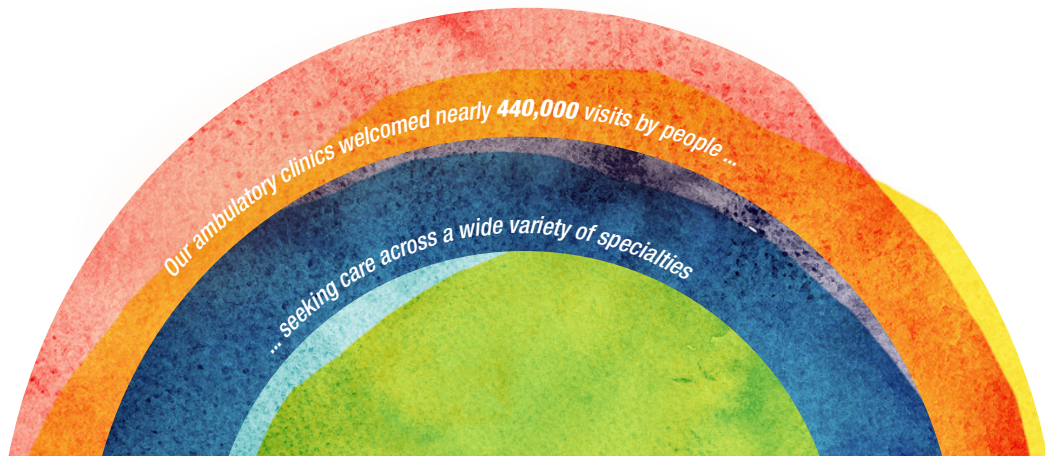


# St. Charles Bend Campus

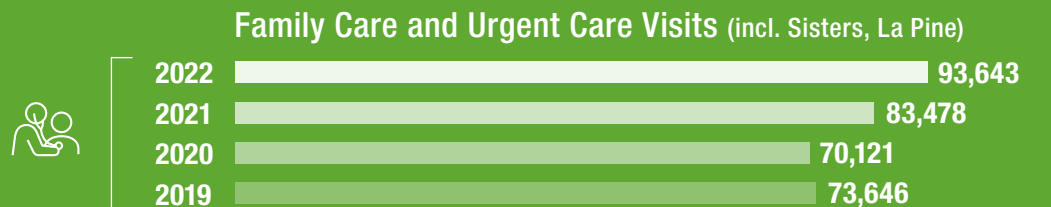
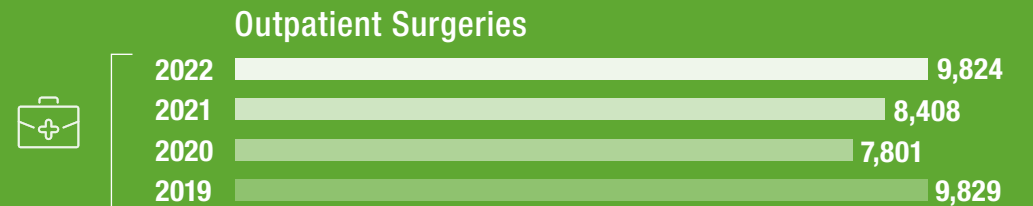
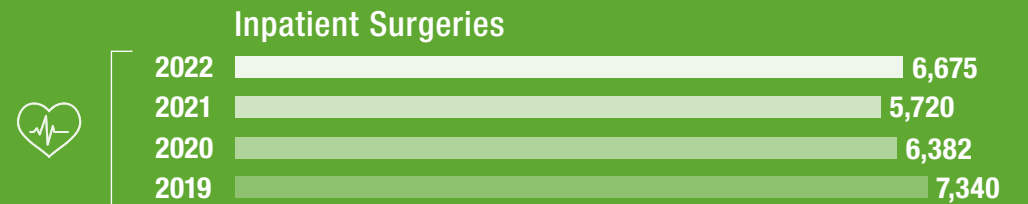
LICENSED BEDS: 292 | EMPLOYEES: 3,598\*

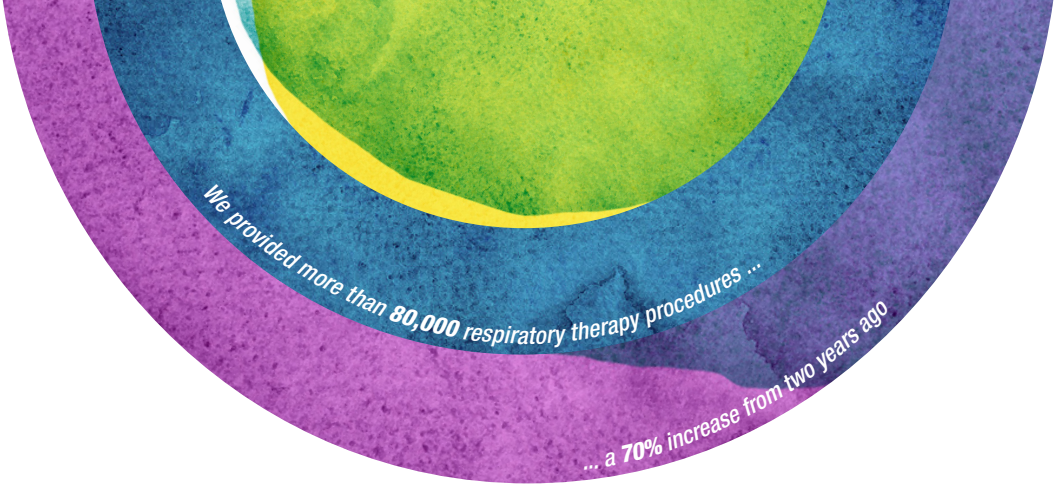
Our St. Charles Bend campus is a hub of activity and services. As a trauma level II regional referral center, patients come to our Bend campus for everything from births and emergency care to cancer treatment, inpatient rehabilitation and so much more. We are privileged to help the people of Central and Eastern Oregon return to health.

\*incl. Sisters, La Pine, Home Health/Hospice and System-level



## Clinical Statistics



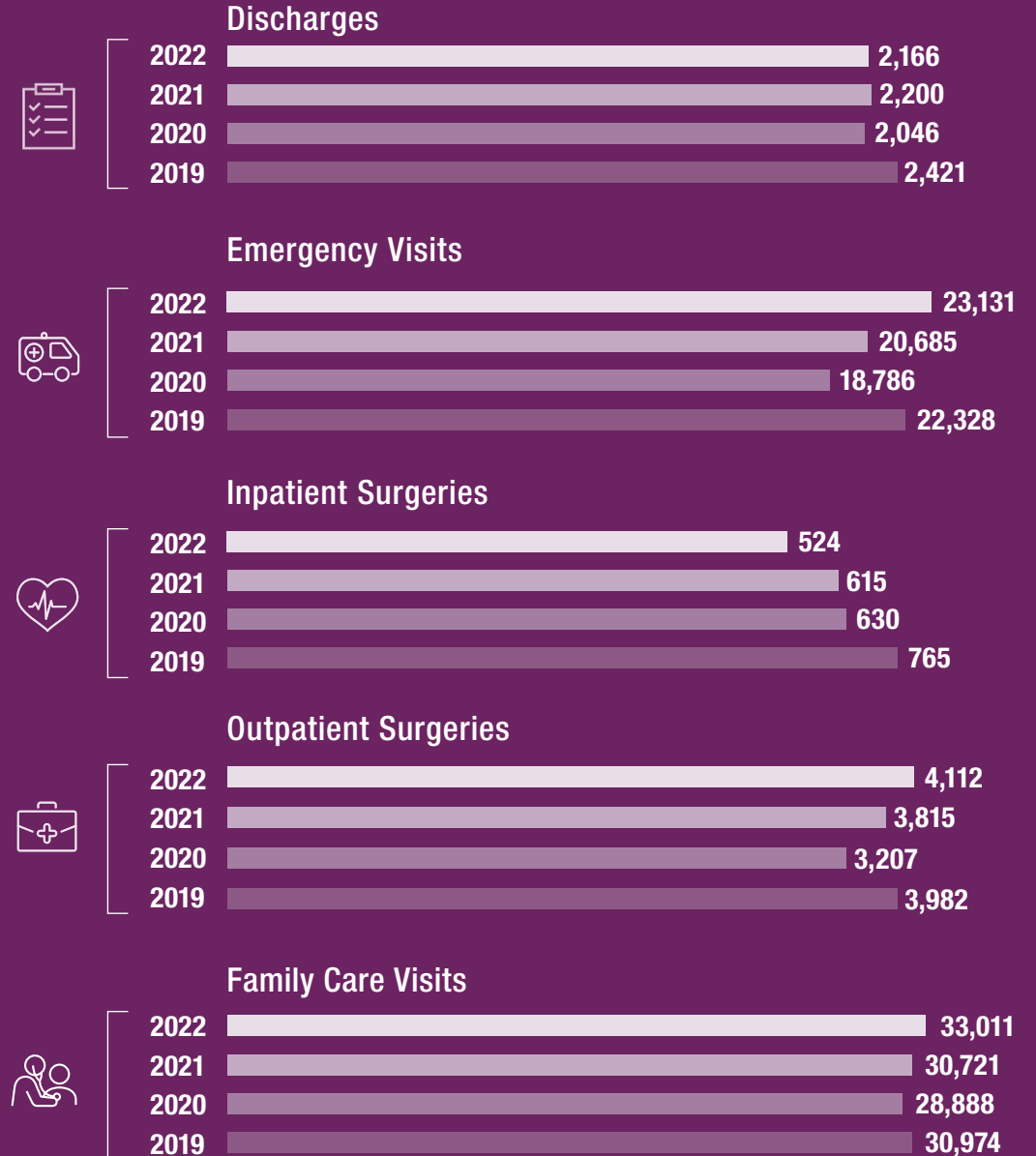


## St. Charles Redmond Campus

LICENSED BEDS: 48 | EMPLOYEES: 454

The St. Charles Redmond campus provides emergency care, imaging, surgery, inpatient medical care and more while also serving as a hub for many of our outpatient services. Our Redmond caregivers have a strong sense of community and are passionate about providing exceptional patient care.

## Clinical Statistics



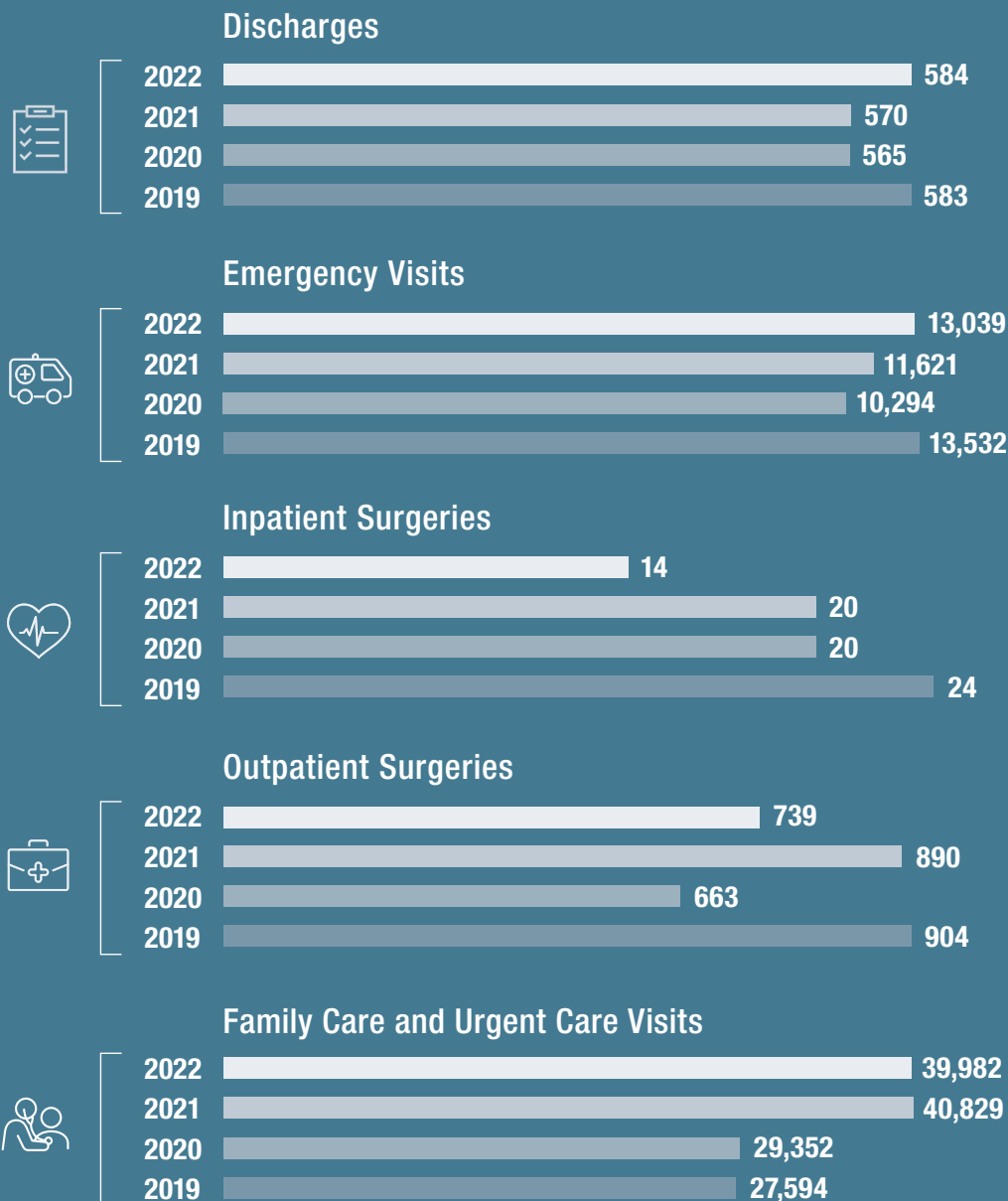


## St. Charles Prineville

LICENSED BEDS: 16 | EMPLOYEES: 208

So much more than the only hospital in Crook County, St. Charles Prineville also houses a thriving family care and urgent care clinic. These clinics host visiting specialists from St. Charles, allowing patients to receive important care close to home. Patients can receive everything from an annual check-up to inpatient hospital care in this comfortable, hometown environment.

## Clinical Statistics

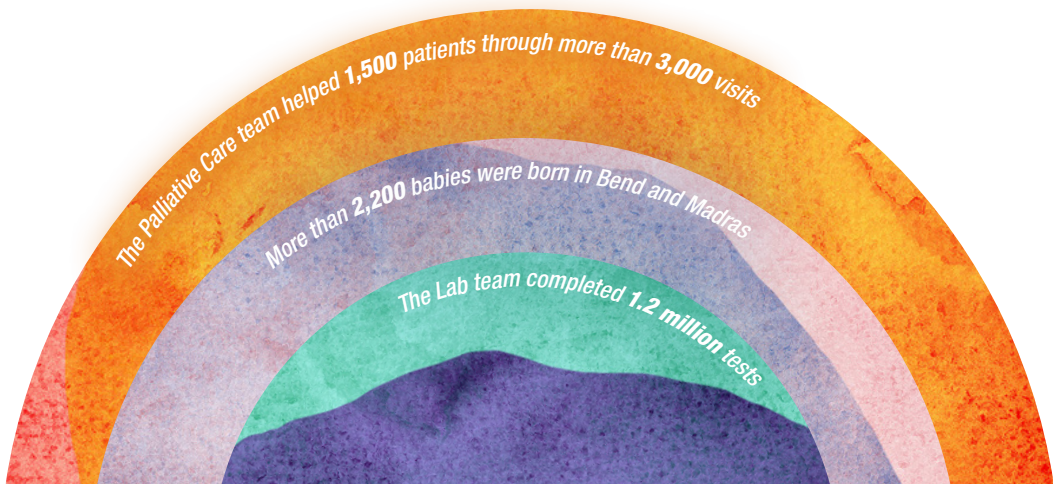




# St. Charles Madras

LICENSED BEDS: 25 | EMPLOYEES: 176

A critical access hospital located on the northern end of our service area, St. Charles Madras provides a wide range of patient care services. The caregiver staff are instrumental in providing trauma care, emergency services, family birthing and so much more as a critical part of the St. Charles family serving Madras, Warm Springs and the surrounding area.



## Clinical Statistics

### Discharges



### Emergency Visits



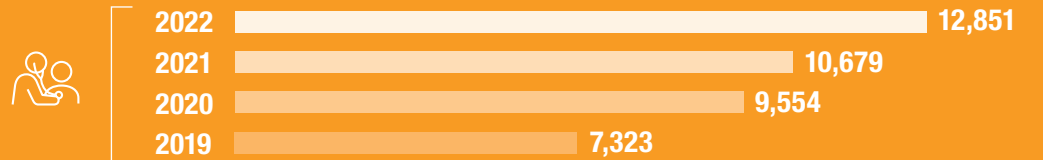
### Inpatient Surgeries

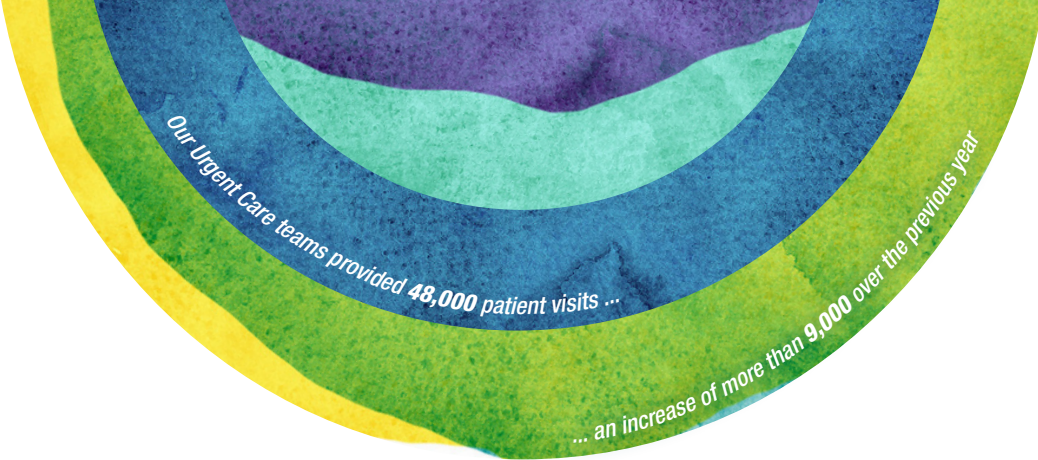


### Outpatient Surgeries



### Family Care Visits





## St. Charles Medical Group

With more than 30 subspecialties and 430 physicians and providers, St. Charles Medical Group does it all! From primary care and neonatology to oncology and hospice care, our caregivers work to serve Central Oregonians with all their health needs. Our providers and caregivers serve patients in hospitals as well as clinics and facilities throughout the region.

# St. Charles Medical Group Patient Visits

**108,042** unique individuals received care from a St. Charles Medical Group physician or provider in **2022**, compared to **91,050** in **2019**.

Advanced Illness Management	2,142	Neonatology	1,157
Anticoagulation	23,727	Preoperative Medicine	2,361
Behavioral Health	10,330	Psychiatry	1,403
Center for Women's Health	19,896	Pulmonology	6,152
Family Care in Bend, Redmond, Prineville, Madras, Sisters and La Pine	131,499	Radiation Oncology	15,935
Heart and Lung Specialists	80,254	Rheumatology	4,638
Home Health	23,133	School-based Clinic in Sisters	571
Hospice	13,659	Sleep Centers in Bend and Redmond	14,326
Hospitalists in Bend, Madras, Redmond and Prineville	34,087	Surgical Specialists	12,480
Medical Oncology	22,785	Trauma and Acute Care	7,056
		Urgent Care in Bend, La Pine and Prineville	47,988