



The Oregon Clinic 2020 Benefit Company Report

Public Benefit Description

As healthcare providers, we at The Oregon Clinic always put the well-being of our patients and our staff first. 2020 was a painful and difficult year for all of us. Throughout the uncertainty and devastation wrought by the COVID-19 pandemic, we were proud to act as a strong pillar for our patients and staff by providing critical public health information and putting extra measures in place to keep our clinics safe and allow us to safely continue to take care of our patients. In fact, throughout the entire COVID crisis so far, we are proud to report we have not had a single workplace transmission of COVID.

To ensure continued access to healthcare during the pandemic, with unprecedented speed, we launched telehealth services that allowed us to provide care during the almost 15,000 remote patient visits in 2020. This program has continued into 2021 and we also advocated with our state legislature to make telehealth a permanent solution for patients in the state of Oregon.

Because of the COVID crisis, our CEO launched a new consortium of independent health care providers in Oregon who have worked together to advocate for access to vaccines as well as federal and state support to sustain healthcare access during the crisis. Through this partnership, we were also able to support our community by offering COVID vaccine clinics to local healthcare staff.

Our steadfast commitment to providing the best possible care and putting our patients first has not wavered even during the COVID crisis. Our commitment to serve low-income patients who have Medicaid, Medicare or no insurance at all continues. Many of the approximately 550,000 visits we provide each year are to low-income patients, resulting in more than \$56,800,000 in community benefit care as defined by the State of Oregon Community Benefit reporting regulations. Our physicians also sit on committees and boards making decisions about hospital and community response to COVID. And, importantly, some of our physicians care for patients hospitalized with COVID.

This year was painful for other reasons beyond just COVID. As we, across the world, witnessed the deaths of George Floyd, Breonna Taylor, Ahmaud Arbery and others, The Oregon Clinic made its first public statement. We put our stake in the ground for our long-term commitment to the wellbeing of our community, supporting equality, equity and human rights. In the months that followed that first statement, we have taken steps to enact change based on that commitment, including our leadership launching a diversity, equity and inclusion initiative. We are dedicated to fostering an equitable environment for our patients and employees, and to improving health outcomes for our patients

Extenuating Circumstance

The Oregon Clinic has been successful in its pursuit of providing public benefit in 2020 and will continue to build on this success.

Process For Selecting 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 the Benefit Company Governor at The Oregon Clinic, I sit on the Board of Directors and participate in the decisions that impact our patients, staff and community. In 2020, we continued our commitment to providing the highest quality care to our patients while ensuring they, and our staff, were safe during the COVID crisis.

In addition to adding telehealth and the other actions we took in 2020 to continue serving our patients during the pandemic as described above, we also kept our commitment to our staff. During the several months when elective procedures and surgeries were paused or limited in our region, we had to furlough much of our staff. During those months of furlough, we maintained all healthcare benefits to those furloughed staff and reached out regularly to keep them engaged with The Oregon Clinic. We also provided extra financial support for those who

were struggling to get their unemployment benefits and again when staff were impacted by wildfires.

Many of our staff also continue to work from home and we have been flexible and supportive of parents struggling with childcare during the pandemic. I am proud the Board of The Oregon Clinic continues to prioritize our patients, community and staff as we make decisions about the operations and future of our organization.