



The Oregon Clinic 2022 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. In 2022, we continued to experience challenges from the ongoing COVID-19 pandemic and its impact on healthcare delivery and healthcare workers. And yet, we continued to focus on serving out patients and supporting our staff and community.

As we began to emerge from the worst of the pandemic, our focus was on meeting the needs of our patients who had postponed care and the repercussions of those delays. In 2020 and 2021, we spent our advertising resources trying to inform the public about the importance of not delaying care, particularly preventative care such as screening colonoscopies. Despite our efforts, we are still seeing the impacts--many patients' health conditions are much more serious or advanced because they postponed their care during the pandemic. We are working as hard as possible to support these patients while also dealing with ongoing staffing shortages, a situation endemic to healthcare in 2022.

Even with the ongoing pressures of the pandemic, The Oregon Clinic maintained its commitment to provide exceptional care for patients, with 572,000 patient visits in 2022. 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 2022, The Oregon Clinic provided \$89,138,185 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

While the pandemic prevented us from organizing many in-person events this year, 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 huge volume of supplies for their clients. We funded welcome baskets for residents of Central City Concern's Starlight building, a new development that provides deeply affordable, permanent supportive housing for individuals experiencing chronic homelessness. We also organized staff volunteers to sign welcome cards and put together the baskets at a volunteer event.

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



The Oregon Clinic also partnered with local non-profits SOLVE and Schoolhouse Supplies at two volunteer events for staff in honor of Martin Luther King Jr. Day. Staff volunteers with SOLVE removed more than 2,224 pounds of litter from our city's sidewalks, parks, and neighborhoods, and volunteers at Schoolhouse Supplies sorted over 4,000 books to go into their Free Store for Teachers. As pandemic restrictions begin to ease, we look forward to hosting more in-person volunteer opportunities this year for our staff and their friends and families.

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 2022, 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.

- To help us provide possible care for all our patients, we have introduced a bi-annual event, Community Voices for Health, to learn from our community so we can serve them better. Our first Community Voices for Health event was with the Immigrant and Refugee Community Organization (IRCO). 48 staff attended this remote evening event where we learned how to improve our care for our immigrant and refugee patients.
- As part of our Inclusive Workplace project, we replaced all 1,300+ staff badges with updated photos and the opportunity to include pronouns. Once our software vendors add the option, we will also give staff the opportunity to add their pronouns to online tools.
- We also began asking two more questions on our patient satisfaction survey to track our success and challenges with cultural competency. Data shows that effective cultural competency improves patient outcomes.

Extenuating Circumstance

The Oregon Clinic has been successful in its pursuit of providing public benefit in 2022 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

In 2022, we continued our commitment to providing the highest quality care to our patients while ensuring they, and our staff, were safe during the ongoing COVID crisis.

Staffing shortages have affected the healthcare industry nationwide, and The Oregon Clinic has not been spared. While we are providing extra support to our recruiting team as we seek to fill open positions, we are also aware that many of our staff and physicians are stretched thin after three years of working through the pandemic. In 2022, we made burnout prevention a priority. Our Wellness Committee organized many resources to address workplace stress and burnout, including hosting a webinar on how to manage holiday-related stress and promoting the free counseling resources available to our staff through our Employee Assistance Program.

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.

Our ongoing commitment to diversity, equity and inclusion has positively impacted our staff—we have met our goals for staff diversity and women in position 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. We are focusing on this in 2023 and hope to make inroads in this important and challenging area.