



Providence Cares

2011 Community Benefit Report



In 2011, Providence provided more than **\$204 million** in free and discounted care to our patients in need, as part of our total community benefit of more than **\$651 million**.

A Message from Providence



Dear Friends of Providence,

At the core of our Mission and values is caring for our communities, especially those in our communities who are the most poor and vulnerable. Every day, in ministries across Providence, caregivers, administrators and staff work together to deliver higher quality, more affordable care that reaches everyone.

More than 155 years ago, the Sisters of Providence arrived out West to serve what were then pioneering communities. For the sisters, their ministry greatly depended on partnering with others in the community who were committed to doing good. This remains true today, and Providence collaborates with a diverse range of partners to make sure community needs are met.

We are blessed that in 2011, we were able to give \$651 million in community benefit to help provide free and discounted care and health and educational resources. Serving our communities is our heritage and the legacy we carry forward.

We would like to thank the many people of Providence, caregivers, donors, volunteers and community partners who every day help fulfill our Mission.

In Providence,

A handwritten signature in black ink that reads "Johnny Cox".

Johnny Cox

President, Providence Ministries

A handwritten signature in black ink that reads "Sr. Lucille Dean, SP".

Sr. Lucille Dean, SP

Chair, Board of Directors

A handwritten signature in black ink that reads "John Koster, MD".

John Koster, MD

President & CEO

Mission

As people of Providence, we reveal God's love for all, especially the poor and vulnerable, through our compassionate service.

Core Values

Respect | Compassion | Justice | Excellence | Stewardship

Our Calling and Our Promise

► Serving our communities



The Providence Mission reaches out beyond the walls of care settings to touch lives in the places where relief, comfort and care are needed. Our community benefit spending is about treating not just the patient and family, but the total health of the community. Through programs and donations, Providence's community benefit helps connect families with preventive care to keep them

healthy, puts food on dinner tables, provides shelter to those who have no place to turn and provides compassionate support in difficult times.

We collaborate with Catholic ministries, government agencies, churches, schools, charitable foundations, universities, research facilities and other partners to provide a lasting community benefit. In 2011, Providence provided \$651 million in community benefit. Through these programs and donations, we strengthen the underlying health of our communities and open doors for those who are poor and vulnerable.

► Reaching out to the most vulnerable

As a not-for-profit Catholic health care ministry, we embrace our responsibility to provide for the needs of communities we serve – especially for those who are poor and vulnerable. Providing care to people who could otherwise not afford it is one of the fundamental ways we live the Providence Mission. In 2011, Providence offered \$204 million in charity care so the uninsured and underinsured could access health care.

Our Mission to reveal God's love for all is both our calling and our promise to deliver quality, affordable care to everyone in our communities, especially to those who are the most vulnerable.

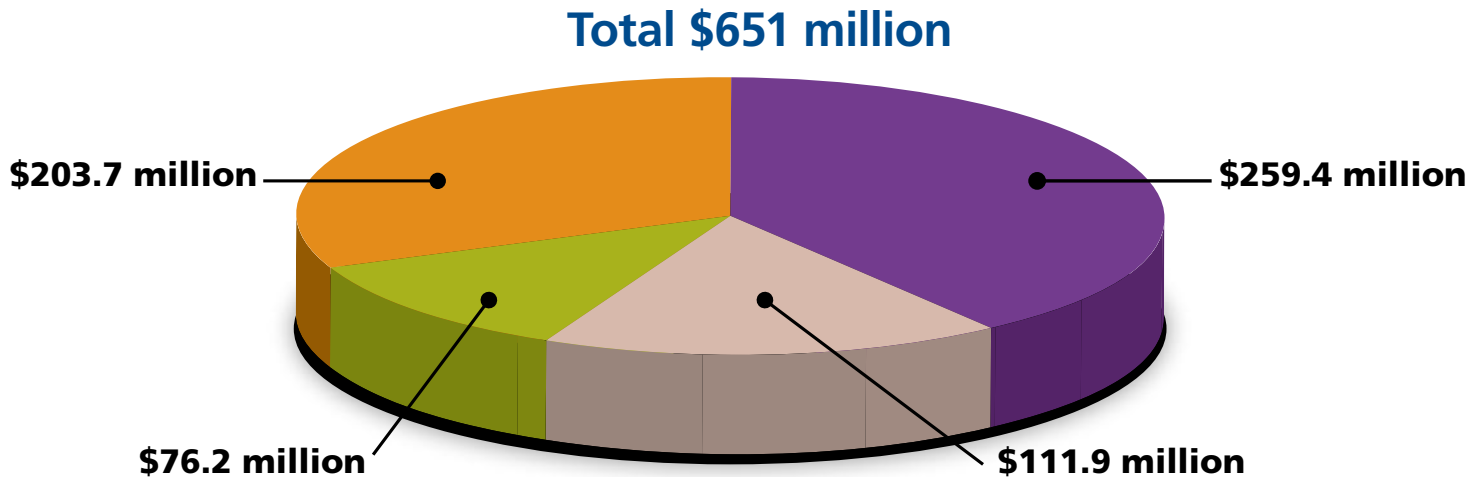
Everything we do is guided by our Mission and our core values: from the free and discounted care we offer to our patients, to the community benefit we provide to reach unmet needs, and to our stewardship efforts to make health care more affordable and provide the best outcomes for patients.

Providence Health & Services continues a tradition of caring that the Sisters of Providence began more than 155 years ago.



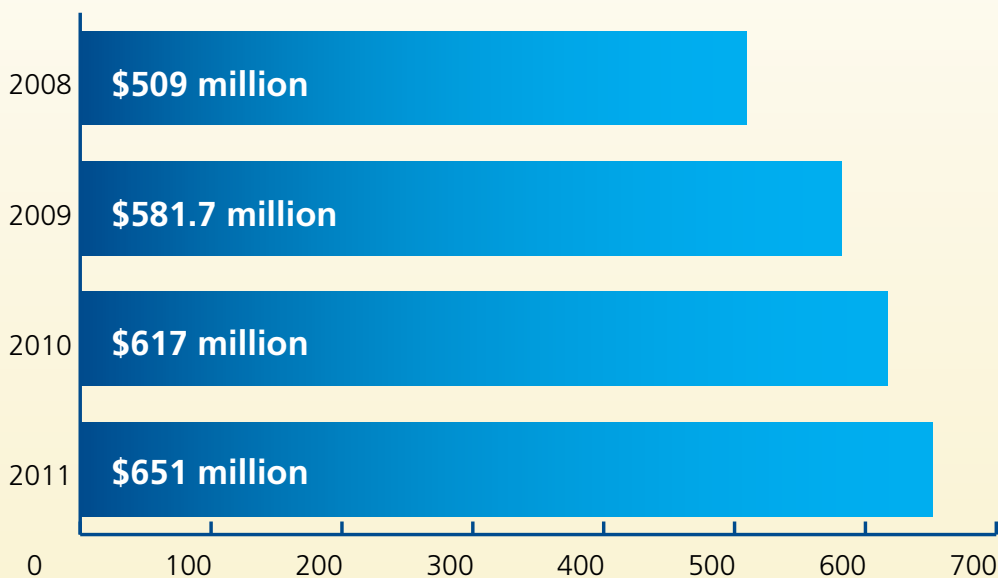
Giving to Our Communities

2011 Community Benefit Spending



- **Unreimbursed cost of government programs:** Difference between the cost of care and reimbursement from Medicaid and other state and federal programs – does not include Medicare.
- **Community health, grants and donations:** Community health support includes free services such as patient education, health screenings, immunizations and support groups; cash gifts and grants to community partners, and other donations (including items such as medical supplies and child safety seats).
- **Education and research programs:** Subsidies for medical residency programs, nursing and other education, and medical research.
- **Free medical care for patients in need:** Financial assistance for those who have no insurance or are otherwise unable to pay for their health care.

Growth in Community Benefit Spending



Snapshot of Our Ministry

► 2011 Key Data*

Acute Care Hospitals	27
Acute Care Beds	5,577
Physician Clinics	250
Assisted Living and Long Term Care Facilities (free standing and co-located)	22
Hospice and Home Health Programs	13
Home Health Visits	538,294
Hospice Days	624,442
Supportive Housing	Facilities: 13, Units: 616
Unique Patients Served	2,173,802
Health Plan Members	389,324
Employees	53,244
Employed Physicians	1,679
Community Benefit and Charity Care Costs	\$651 million
Total Net Operating Revenue	\$8.7 billion
Total Net Operating Income	\$238.9 million
Total Net Income	\$361.7 million
Total Net Assets	\$5.4 billion
Bond Ratings	All "Stable Outlook:" Moody's Aa2, S&P AA, Fitch AA

* In early 2012, Swedish Health Services affiliated and integrated with Providence. Swedish is a private, not-for-profit organization founded in 1910 with five hospitals, more than 100 primary care and specialty clinics, two ambulatory care centers and 11,000 employees in greater Seattle. In 2011, Swedish provided more than \$145 million in community benefit in Western Washington. More information about Swedish will be provided in the 2012 community benefit report.





ABOUT PROVIDENCE HEALTH & SERVICES

Where We Serve



The care and services Providence delivers spans from birth to hospice, to care for the whole person. Our comprehensive scope of services includes acute care, physician clinics, long term and assisted living, palliative and hospice care, home health, education and supportive housing. Our ministries are in Alaska, California, Montana, Oregon and Washington with our system office located in Renton, Washington.

ADDITIONAL INFORMATION

► [Learn More](#)



Scan with your mobile device

For more information, visit us at <http://www.providence.org/CommunityBenefit>



1801 Lind Avenue SW
Renton, WA 98057
(425) 525-3355