Dallas and Katie Swanson are growing produce at their house on a third of an acre and they think you should too. Dallas is a resident physician at Cascades East Family Medicine. Katie, on the staff at the Blue Zones Project in Klamath Falls, is a long-time advocate of fresh produce. Katie is also a market gardener. A market garden, also referred to as a micro-farm, is a small piece of land that is managed intensively in order to maximize production of fruits, vegetables, and flowers. Besides selling her produce to a couple dozen CSA members each week, you can find her produce in various farmers markets and restaurants around Klamath Falls.

When asked about the benefits of growing your own produce, the couple were in complete agreement.

“What we always tell people, when they’re asking about gardening, is make a list of the things that you eat, and plant that. If you plant what you like to eat you are going to be much more successful,” says Katie.

“The great thing about getting started is all you need is a 4’ x 8’ raised bed full of potting soil and a cover. With that you can do everything by hand and the soil will last for two growing seasons,” added Dallas.

The couple also agrees that the benefits of growing your own produce goes beyond delicious vegetables.

“I think a lot of the benefits initially are intangible and then once you develop skills and see how good you can be at something and how powerful you are, you can take those skills and start to do other things too,” says Katie.

To learn more about the benefits of eating well, go to Skylakes.org/eatingwell
To learn more about the amazing work CARES does, go to SkyLakes.org/CARES and how you can help at SkyLakes.org/Funds.
As a patient, survivor, caregiver, or loved one touched by cancer, your story can provide hope and inspiration, comfort and encouragement to someone who's recently been diagnosed with cancer. This is why we share our stories.

With help from the Sky Lakes Foundation, the Sky Lakes Cancer Treatment Center has been able to fund its Renewal Suite, a space where women can begin the process of forging a new identity within their new realities as cancer warriors. There is hope and humor here.

"After receiving a mastectomy bra and prosthetic," says Laurie Bray CMA/RMA in Medical Oncology at the Cancer Treatment Center, "one woman talked about going to church and being able to walk in with her head held high because she wasn’t ‘lopsided’ anymore." One woman felt like her daughter was embarrassed by her bald head and was thrilled to find a few scarves to wear and a wig that fit her beautifully in the Renewal Suite. Another woman who received a wig said her son was coming to town for the holidays and she didn’t want to "shock him." She was so grateful to find one that looked perfect, Laurie recalled.

Here, Sky Lakes has made it a priority to offer products that truly help women regain their confidence after surgery.

"I’m proud of the Cancer Treatment Center and the Sky Lakes Foundation. I love being able to tell these women we use money that people have donated to the Sky Lakes Foundation to purchase these items."

To learn more about the Renewal Suite and the Sky Lakes Foundation please go to SkyLakes.org/CancerFund
Adele Mestas, a Resource Management case worker at Sky Lakes Resource Management, shares just a few examples of patients who received help from Resource Management staff.

When a patient needed a necessary surgery, but a dental infection meant the patient was not a viable candidate, we were able to help. Resource Management got him to see a dentist right away. The Patient Assistance Fund supplied him with the initial medication he needed and provided him transportation home, to dental treatment and follow-up care. He was able to get the surgery he needed.

When a terminally ill patient was transported hundreds of miles to Sky Lakes, Resource Management staff contacted the family’s clinic in Northern California and arranged for a nurse there to pick up the patient’s spouse, who was unable to drive, and drive the spouse to Sky Lakes for the patient’s final hours. Patient Assistance funds helped cover the nurse’s travel costs. Using the Patient Assistance Fund, Sky Lakes covered the costs to transport a terminally ill patient home so family members could be at the hospice meeting and understand the situation and the next steps.

Resource Management staff found accommodations and food vouchers for a group of friends from Europe who were involved in a motor vehicle collision while visiting attractions in the area and required an extensive stay in the hospital.

To learn more about the Patient Assistance Fund go to SkyLakes.org/PatientAssistanceFund
MURIEL WEBBON

Muriel Webbon’s recollection of all the ways she’s volunteered is a journey through decades of selfless service.

She began as a Sky Lakes Volunteer in April 2006 and has logged roughly 5,700 hours there. At 96, she’s the oldest member of the group.

Originally from the Northeast, she started volunteering at hospitals while attending the University of Pennsylvania before WWII. “I was in pre-med – a chemistry major – on a full scholarship: $400.”

Muriel later volunteered at Bridgeport General in Connecticut, and as a Red Cross volunteer at Ft. Lauderdale, Florida, “even while working a split shift” as a school bus driver. “I drove my morning route, went to the hospital for three hours or so, then did my afternoon route,” she recalled. “That was back when the driver had some control and the kids listened to you.”

“Volunteering keeps me going,” she says of her life-long habit. “It’s something I’ve always done: helping where I can, doing for people. I enjoy being a volunteer and hope to keep doing it as long as I can.”

Sky Lakes Volunteers has more than 200 members who help in virtually every area of Sky Lakes Medical Center, putting in nearly 35,000 hours a year. Daily reminders of our community’s dedication to family-centered health care, volunteers provide compassionate care while maintaining a commitment to service, giving a personal touch to the medical excellence at Sky Lakes.

“Volunteering keeps me going. It’s something I’ve always done: helping where I can, doing for people.”

Learn more about being a Sky Lakes Volunteer at SkyLakes.org/Volunteers
Sky Lakes staff and leadership, as well as the physicians who practice at the medical center, have long taken great pride in being able to provide excellent patient care using modern technology.

Whether it’s a specialized pump that keeps a patient’s blood flowing while cardiologists insert a device to reopen a clogged artery, or a magnetic resonance imaging (MRI) scanner that is both comfortable for patients and precise for radiologists, or a nuclear medicine camera that uses minimum radiation while providing images that are sharp and clear, the advanced tools at Sky Lakes rival any in use on the West Coast.

“The equipment we have here is ‘university-level’ quality,” says Chris Baumann, MD, an interventional radiologist.

Radiologist Bretton Breazeale, MD, points out that the precision of the devices makes the experience better for patients. “There’s a difference between seeing and knowing. Because of the quality of the instruments at Sky Lakes, we can be very confident in our diagnoses.”

“The technology available at Sky Lakes means patients have a better chance of surviving the most serious cardiac episodes,” says interventional cardiologist Rastislav Kucinsky, MD.

Shaylee Patterson, a radiologic technologist in the Sky Lakes Breast Health Center, believes technology is only part of the excellence equation. “It’s people who make the real difference.”

Licensed professionals who have had extensive training in their areas of expertise perform procedures at Sky Lakes facilities.

“Regardless of where we see them, we all have very strong personal connections with our patients – we treat them like they’re our own family – and with our community,” she says, adding that, in 2019, Sky Lakes will enhance its mammography services with new 3-D technology for an even better patient experience.

Skilled and compassionate clinical staff teamed with top-notch technology is a winning combination.

Learn more about our life-saving tools at SkyLakes.org/Technology
MEMORIAL PARK

What began as a vision a few years ago is becoming a reality: Klamath Commons, the newest park in Klamath Falls, will be ready for use later this year.

Located at 11th and Main Street, the park is another way Sky Lakes is encouraging more physical activity in Klamath Falls. Combined with the Kit Carson Park renovation that opened in late 2017, the two parks represent $1.2 million investment in the community.

“When we invest in a park, with opportunities for exercise and relaxation, it sends the clear message that we value the benefits those things bring naturally,” says Paul Stewart, Sky Lakes President and CEO.

The new park includes an assortment of fixtures to encourage outdoor recreation as well as a natural amphitheater and a water feature.

Klamath Commons is dedicated to the memory of the late Stephanie Van Dyke, MD, MPH. Dr. Van Dyke was instrumental in making Klamath Falls the first Blue Zones Project demonstration community in the Pacific Northwest. Along with Katherine Pope, RN, MPH, Dr. Van Dyke also helped establish the Live Young Sky Lakes Wellness Center, which continues to help people lead healthier lives.

Sky Lakes also provided financial assistance and project management to help create the Geo Trail hiking paths on the hillsides east of the medical center and Oregon Tech, and the Spence Mountain Trail west of Klamath Falls.

“Projects like these tell the world that we are willing to invest in the things that are important to our community,” says Sky Lakes Board Chairman John Bell.

Out and about

Find resources to help you achieve your fitness goals and trail maps at SkyLakes.org/Resources.

To read more about Sky Lakes’ commitment to better health in the community through increased physical activity go to SkyLakes.org/parks
Delivering quality health care also means attending to patients’ emotional needs.

At Sky Lakes Family Birth Center, that means hospital-grade cribs that are part of the unit’s home-like setting.

Sky Lakes Foundation, with funds raised by its first-ever community golf tournament, purchased 10 bassinets specifically designed for newborns in hospital settings.

“They complement other things we do to help make new moms more comfortable,” says Deb Wetherelt, RN, Director of the Family Birth Center.

Quality care can also mean new toys.

Thanks to the generosity of those that have donated to the Sky Lakes Foundation, a large variety of age-appropriate toys have been added to the Family Birth Center’s visitor section.

“We recognize the family may also include siblings whose experience here can be enhanced when they are kept appropriately occupied,” Deb says, adding the toys also are useful for some pediatric patients to reduce boredom.

“Little touches like these help improve the quality of the patient experience.”
**BIG TRAUMA IN LITTLE CITY**

Veteran Emergency Department nurse Stacey Holmes clearly remembers the events of the summer day following two nearly simultaneous motor-vehicle accidents north of Klamath Falls.

Headed to a family reunion with family members, Salvadore’s northbound pickup truck sideswiped an 18-wheeler headed the opposite direction on Highway 97 just north of Chiloquin.

A few minutes later, Fred, of Godfrey, Illinois, was on a motorcycle tour of America when he slid on some gravel outside of Chiloquin, catapulting him at highway speeds onto the highway.

The magnitude of the accidents required three ambulances and a helicopter crew to bring victims to Sky Lakes.

“It started as a ‘routine’ Tuesday morning, and within about a half-hour, we had one man in critical condition, a critical pediatric patient, and four children from one of the accidents and a man in critical condition from another,” the Sky Lakes Trauma Program Manager recalls.

“It was an extraordinary day,” Stacey says. “I don’t want to minimize anything about it, but it’s what we do; it’s what we train for. Being part of the trauma team means being part of the worst moment for our patients’ lives and working toward the best outcomes we can.”

“There’s a lot of focus on the Emergency Department in situations like this, but it’s much more than that. We’re one part of a huge team effort – it’s the Lab, Diagnostic Imaging, Surgery, Resource Management, and all the people who take care of all the details in the background during and after – everyone is totally patient-focused.”

To find out more about the amazing work our emergency department staff does go to SkyLakes.org/emergency
A combination medical office and education building, the 100,000-square-foot, $50 million Sky Lakes Collaborative Health Center will improve the delivery of health care to local patients, and will influence a new generation of health care providers with a focus on the overall health of the community.

When it becomes operational next year, the Sky Lakes Collaborative Health Center will include:

- Headquarters for the Oregon Health & Science University Campus for Rural Health and health care education (ground floor);
- Expanded Cascades East Family Medicine Residency and Clinic (first floor);
- Sky Lakes primary care clinics (top two floors).

A walk-in clinic, on-site Laboratory Services, and Diagnostic Imaging facilities will further enhance patient convenience.

The Sky Lakes Collaborative Health Center will expand the educational experience of students in a variety of medical disciplines through the OHSU Rural Health Initiative, and will allow Cascades East to serve more patients.

Our Story Continues

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EXCELLENCE IN CARE

Receiving recognition for superior performance in patient care and patient safety from four nationally known and well-respected organizations is independent validation of Sky Lakes Medical Center’s long-standing commitment to excellence.

These significant achievements also recognize our proactive efforts to ensure consistently high-quality care provided with skill and respect, and our commitment to make things better for the people we serve.

The awards are because of the dedication of Sky Lakes staff and leadership to the rigorous standards of international accreditation, the philosophy of Lean-Six Sigma process improvement, and evidence-based performance excellence.

They are the outward symbols of our six-year journey toward excellence and represent our dedication to continually improve patient care and safety.

We did not just drift into excellence; it has been purposeful and intentional. Sky Lakes is a mission-driven institution and our vision is to help create a healthier community. We do that by being a good corporate citizen and investing in the community, and by investing in people and programs that help us achieve the margins required to do both.

These accomplishments are recognition of all Sky Lakes employees who work day in and day out to make our community a better place to live. They highlight our hard work to innovate and improve, and honor the people we serve.

– Paul Stewart, president and chief executive officer, Sky Lakes Medical Center

“These four significant awards are directly related to the efforts of everyone at Sky Lakes who dedicate themselves to helping patients.”

– Paul Stewart, president and chief executive officer, Sky Lakes Medical Center

HIGHLIGHTS

Health Grades
2019 | Excellence Award for Pulmonary Care
2019 | Five-Star Recipient for Treatment of Pneumonia
2017-2019 | Five-Star Recipient for Treatment of Chronic Obstructive Pulmonary Disease

HealthInsight
2018 | Quality Award
NOSORH (National Organization of State Offices of Rural Health)
2018 | Performance Leadership Award

2015 | Two-Year $690,000 Upgrade to Four Operating Rooms
2015 | Oncology Program Accredited by the American College of Surgeons (ACOS)

2014 | Cancer Treatment Center Begins Using Elekta Infinity Linear Accelerator

American Heart Association
American Stroke Association
2013 | Recognition for Quality Care
2013 | Center for Total Joint Care Designated as a Center for Advanced Recovery (CARE)

Det Norske Veritas (DNV) International Accreditation
2013 | ISO 9001 Certification

Commission on Cancer
2009 | 3-year Accreditation with Commendation for Sky Lakes Oncology Program

Life | Healing | Peace™
2007 | New Statement of Our Promise and Philosophy

LOOKING FORWARD

OHSU / Sky Lakes
2020 | Collaborative Health Center
SKY LAKES FINANCIALS

Sky Lakes invests in community improvements such as the Kit Carson Park.

FINANCIAL CONDITION

Meeting the needs of the people in the communities we serve remains at the heart of Sky Lakes Medical Center’s mission and purpose, and drives our fiscal decision-making.

Our commitment to financial sustainability allows us to continue to deliver the highest quality care, contribute to the overall health and well-being of our service area, and offer financial assistance to people who qualify.

FINANCIAL AID POLICY

We know that health care is both necessary and expensive, and our generous financial assistance policy helps make health care more accessible and affordable for qualifying individuals.

You can ask for help with your bill at any time during your hospital stay or billing process. We will figure out how much you owe by looking at things like your income, or other resources. If your yearly income is less than or equal to 250 percent of the current Federal Poverty Guideline, your entire bill may be covered.

If your income does not meet the guidelines to have your entire bill paid for, you may qualify for help paying for part of your bill. The help is based on a sliding scale that looks at your yearly income and family size.

Sky Lakes financial counselors can help patients manage their medical bills and can offer a variety of assistance programs including no-interest payment plans.

You can apply for help with your bill in person, by mail, over the phone by calling our Financial Assistance Department at 541-274-6699 between 8 a.m. and 4:30 p.m. weekdays.

STATS

Wise stewardship of our resources allows Sky Lakes Medical Center to set aside part of its annual budget to help with civic and community projects, and to invest in programs that improve the health and well-being of the people it serves. Fitch, a leading corporate bond rating firm, upped the rating for Sky Lakes to "A," rivaling much larger for-profit health care organizations. Standard & Poors rates Sky Lakes A-minus. In 2016-17, Sky Lakes invested:

- $735,000 Community health improvement services
- $836,000 In-kind contributions to community groups
- $2.5 million Health professions services
- $120,000 Cash contributions to local organizations
- $5.5 million Subsidized health services
- $1.2 million Community park-building activities
HELPING CREATE HEALTH

HELPING CREATE A CULTURE OF HEALTH

Sky Lakes over the years has become increasingly engaged in helping to create a culture of health in our community. This is a journey that we take together. Through the Blue Zones Project in Klamath Falls and the Healthy Klamath coalition, Sky Lakes and the community have come together on a journey towards healthier lifestyles.

Our investments in community health and in improvements to the local built environment are designed to help make it easier for all of us to adopt a healthier lifestyle – to help make the healthy choice the easy choice – and in so doing, live longer and live better.

Our goal is to not just treat illness and injury when they occur, but also to proactively advocate for disease prevention, more physical activity, and better nutrition choices.

To that end, Sky Lakes has enthusiastically invested in parks, hiking and bicycle trails, and in programs and services that will help people lead a healthier life.

With improved health as the objective, Sky Lakes invested:

• $900,000 to acquire property on the northern edge of downtown Klamath Falls where construction is underway for a new city park that will honor the late Stephanie VanDyke, MD, and her vision for more opportunities for outdoor physical activities; and
• $250,000 to rejuvenate Kit Carson Park to add playground equipment and new landscaping to make it more appealing for people to use as well as to make the neighborhood along Crater Lake Parkway more attractive.

HELPING IMPROVE ACCESS

HELPING IMPROVE ACCESS

To help improve access to health care – both in the near-term and the future – Sky Lakes is building the Collaborative Health Center on the hospital campus. The $50 million investment along with contributions from the community will leverage more economic development activity locally and will enhance the delivery of health care. The four-floor building will include new space for Oregon Health & Science University’s Campus for Rural Health Care, which invites students in a variety of health care disciplines to work and study in Klamath Falls; an expanded Cascades East Family Medicine Clinic; and two floors dedicated to Sky Lakes Campus for Rural Health Care, which invites students in a variety of health care disciplines to work and study in Klamath Falls; an expanded Cascades East Family Medicine Clinic; and two floors dedicated to Sky Lakes primary care clinics with on-site Laboratory and Diagnostic Imaging services and an urgent-care clinic.

Consolidating five clinics at one location, because of economies of scale, means we will be able to provide additional services available to patients.

Sky Lakes also sets aside part of its budget every year to support academics, athletics, and community-building activities in the Klamath Falls area. Contributions to civic organizations and activities in 2017 amounted to more than $120,000.

EXPENSES

Sky Lakes is the largest employer in the area and last year paid $117.9 million to a workforce of more than 1,500 employees.

The medical center also wrote off some $17.2 million in uncompensated care, provided more than $5.5 million worth of subsidized care, health professions education, and other community-benefit services, paid a $12.8 million provider tax to the state of Oregon, and still posted a positive margin, allowing us to make investments for future patient needs and in support of our mission and our community.

In 2016, community benefit accounted for about 19 percent of the medical center’s expenses.

PATIENT REVENUE

As an IRS-designated 501(c)3 not-for-profit corporation, Sky Lakes does not provide health care to make money, rather we make money so we can provide the most needed health care services and improve the health and well-being of the community we serve.

Government payers – Medicare and Medicaid, primarily – account for about three-fourths of the medical center’s business. That means, regardless of our charges, we are paid a fixed rate for the services we provide, typically below the cost of providing those services.

Sky Lakes last year billed more than $635 million for health care services, up about 5.3 percent from the prior year, yet received less than half of that in revenues and still consistently posts positive margins.

Sky Lakes does not receive direct support from taxes, nor are there shareholders as with a for-profit organization. That means all of the positive margins are invested back into the organization and in the communities we serve.

Examples of those investments include new Laboratory Services space, a two-level parking structure, and leading-edge technology diagnostic equipment.

EXPENSES

PATIENT REVENUE
BUILDING A CULTURE OF EXCELLENCE

Awarded for excellent Pulmonary Care – 2019

Awarded an (A) grade in patient safety – 2018

Awarded for excellence in high-quality care – 2018

Awarded for Performance Leadership – 2018

World-class medicine made right, here.