

# Compassion | Commitment | Community



The threads of our Mission and our dedication to those we serve.

Providence Health & Services  
2010 Community Benefit Report  
[www.providence.org](http://www.providence.org)

# Dear Friends of Providence,

Ministries across Providence Health & Services are united and committed around one Mission – to reveal God’s love for all, especially to those who are poor and vulnerable, through compassionate service.

Our legacy goes back 155 years when five Sisters of Providence came to the Northwest to care for rugged but struggling pioneer communities. This heritage inspires us to persevere, to be creative and to work together to improve the health of our communities – especially in challenging times.

And these are challenging times. We see this every day in each of the communities we serve. At the heart of our Mission is the community benefit Providence provides to help address unmet needs. We are blessed that in 2010 we were able to give \$617 million in community benefit to help provide free and discounted care and health and educational resources.

Our Mission drives us to find new ways to deliver quality, affordable care and to develop programs and services for all who come to us. Through innovation, excellence, good stewardship and working together across Providence, we will continue to improve the health of our communities.

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,



Sr. Lucille Dean, SP  
Chair, Board of Directors

Barbara Savage  
President, Providence Ministries

John Koster, MD  
President & CEO

# Our Calling and Our Promise

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.



## 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, 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 other Catholic ministries, government agencies, churches, schools, charitable foundations, universities, research facilities and other partners to providing a lasting community benefit. In 2010, Providence provided \$617 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.

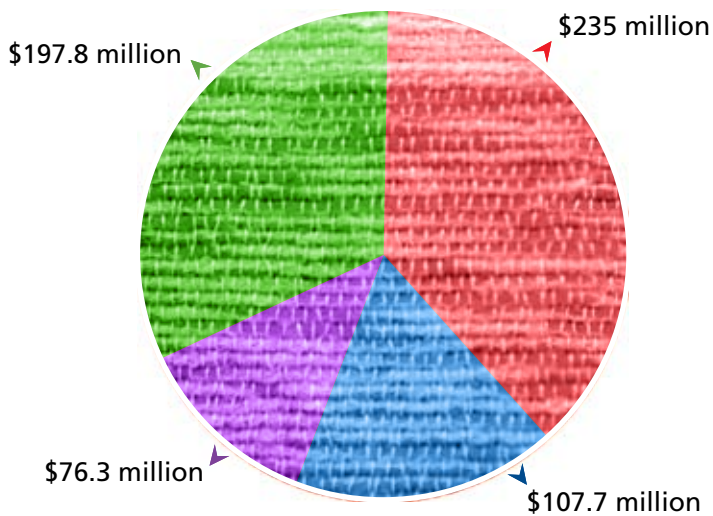
## Reaching out to the most vulnerable


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 2010, Providence offered \$198 million in charity care so the uninsured and underinsured could access health care.

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

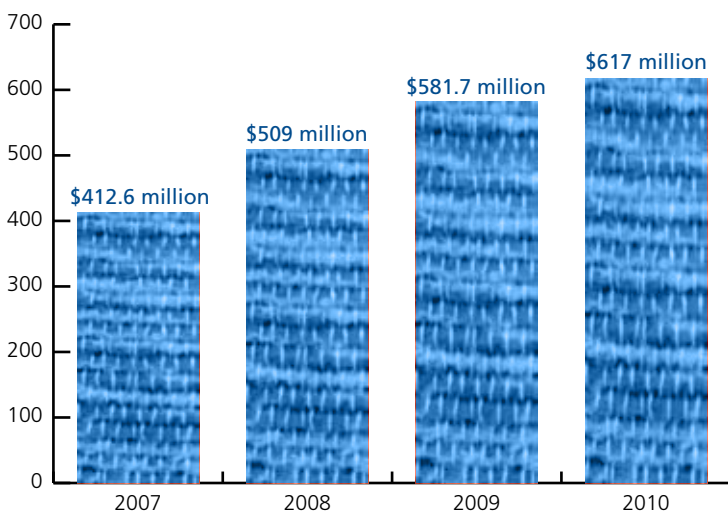
# Giving to Our Communities

**2010 Community Benefit Spending**  
Total \$617 million



-  **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 go to community partners and other donations can include 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**



# At a Glance

## 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

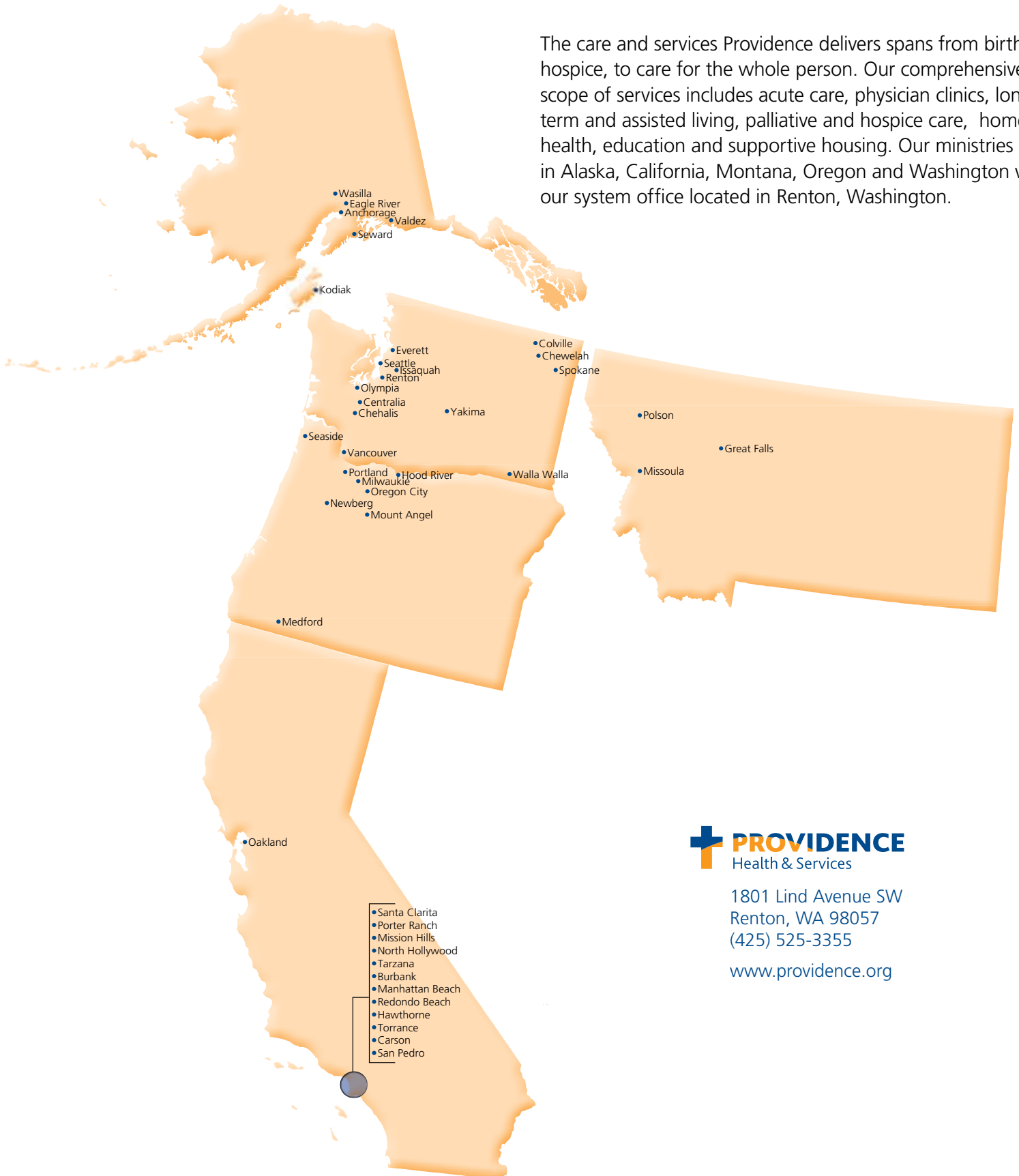


## 2010 Key Data

Acute Care Hospitals	27
Acute Care Beds	5,577
Physician Clinics	214
Assisted Living and Long Term Care Facilities (free standing and co-located)	22
Hospice and Home Health Programs	13
Home Health Visits	536,526
Hospice Days	604,745
Supportive Housing	Facilities: 12, Units: 589
Health Plan Members	376,950
Employees	52,914
Employed Physicians	1,358
Community Benefit and Charity Care Costs	\$617 million
Total Net Operating Revenue	\$8 billion
Total Net Operating Income	\$330 million
Total Net Income	\$485.6 million
Total Net Assets	\$5 billion
Bond Ratings	All "Stable Outlook": Moody's Aa2, S&P AA, Fitch AA

# 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.



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