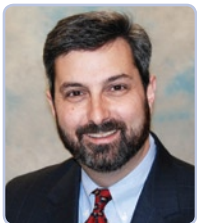


Compassion | Commitment | Community

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

A message from our Chief Executive



Dave Brooks

As the population of Northwest Washington has grown, Providence has been growing to serve it. In 2010, as the economy continued to take its toll on our community, we gave back more than \$53 million in community benefits here in Northwest Washington – \$10 million more than in 2009. These benefits took the form of free care, discounted care and subsidized services for those in need, as well as community education, medical research and other essential programs.

In addition to increasing our community benefits, we continued to grow physically, expanding the Providence Everett Healthcare Clinic, which provides quality, reduced-cost primary care to those who might otherwise go without. Our hospital, Providence Regional Medical Center, worked toward the completion of a major expansion, with our new Marshall and Catherine Cymbaluk Medical Tower opening in June 2011.

As always, I remain grateful to be part of an organization that is able to do so much to serve those around us – and grateful to be surrounded by people who work hard every day to care for patients, family members and visitors, especially those who are poor and vulnerable.

Dave Brooks

Dave Brooks, Chief Executive Officer
Providence Health & Services
Northwest Washington Region

Video Profile



One of the many ways Providence helps communities in Northwest Washington is by providing our innovative health education program – called “Inside Out: The Original Organ Show” – at no cost to public middle and high schools in Snohomish County. To see a video about Inside Out, visit:

www.blog-providence.org/washington-2010-report/everett

For more information, contact NWSACommunications@providence.org.



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Scan with your mobile device



What are community benefits?

Community benefits are the many ways Providence gives back. We tailor our programs to respond to regional, area and neighborhood needs. In addition to free care for our patients in need, our contributions include:

- **Medicaid subsidies** – we make up the difference between the cost of providing services to people insured by the state and the amount the state pays for this care.
- **Graduate medical education and medical research** – we heavily subsidize our graduate medical education programs and help pay for nursing education and medical research.
- **Non-billed services** – these include free services such as patient education, health screenings, immunizations and support groups.
- **Negative margin programs and services** – our Providence Everett Healthcare Clinic and other subsidized services care for the underserved and uninsured in our community, most often at a planned loss.
- **Community grants and donations** – these are cash donations and grants given to community partners, and other gifts such as medical supplies and child safety seats.

Community Benefit Highlights for 2010

Award-winning Care

In 2010, Providence Regional Medical Center received many awards, including:

- HealthGrades Distinguished Hospital Award for Clinical Excellence – placing us among the top 5% of hospitals in the nation
- HealthGrades Cardiac Care, Critical Care, Stroke Care and General Surgery Excellence Awards – ranking us #1 in Washington and among the top 10% of hospitals in these areas
- HealthGrades Emergency Medicine Excellence Award – the only hospital in Washington to win this award
- HealthGrades Five-Star Ratings for pulmonary care, treatment of sepsis, treatment of respiratory failure, appendectomy, treatment of pancreatitis, women's health and more

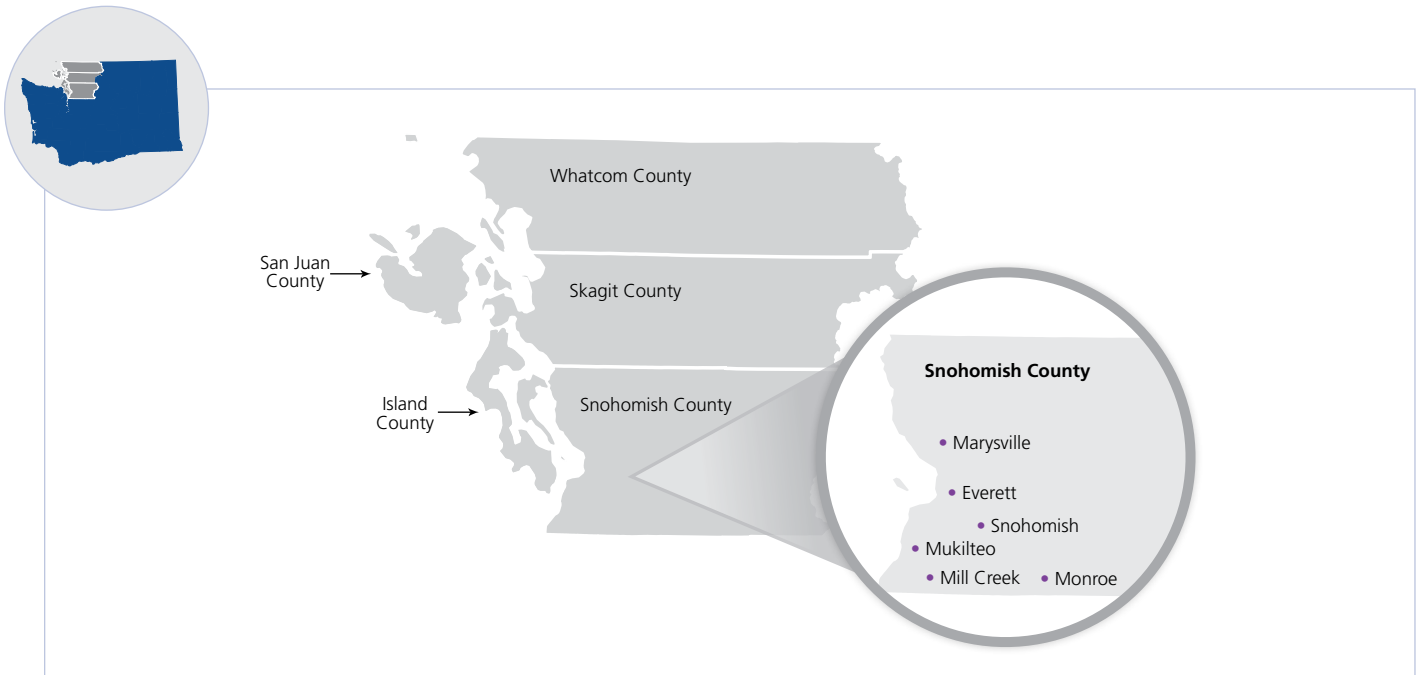
The Cymbaluk Medical Tower

In June 2010, we began the 1-year countdown to opening the new Marshall and Katherine Cymbaluk Medical Tower at Providence Regional Medical Center. At a total cost of \$500 million, this 12-story, 680,000-square-foot building is the largest capital investment in Providence's 155-year history and one of the largest private investments ever in this community. Opened in June 2011, the Tower is filled with some of the world's most sought-after technology and ensures we have space to serve all who need us for decades to come.

Touching More Lives

In 2010, Providence touched more lives in Northwest Washington than any other healthcare provider, serving the residents of Snohomish, Skagit, Whatcom, Island and San Juan counties with:

- Award-winning hospital care
- Primary and specialty care clinics
- Comprehensive cancer care
- Compassionate hospice and home care
- Quality medical, mental health and dental care for the un- and under-insured



About Our Region

Providence cares for the residents of five Northwest Washington counties through a comprehensive network of facilities and services.

- Our hospital, Providence Regional Medical Center, has the busiest emergency department in the state. It also offers some of the most advanced diagnostic and treatment technology in the world, providing critical, acute and cardiac care, as well as surgery, rehabilitation and behavioral health services. The hospital's Pavilion for Women & Children houses maternity, pediatric and newborn intensive care, as well as breast care and other services for women, children and families.
- Providence Physician Group provides primary and specialty care at clinics throughout Snohomish County. Physicians offer cardiac surgery, cardiology, dermatology, family medicine, gynecologic oncology, infectious disease, internal medicine, neurosurgery, obstetrics/gynecology, pediatric, psychiatry, plastic surgery and vascular surgery services.
- The Providence Everett Healthcare Clinic provides high-quality medical, dental and mental health care for those who have difficulty accessing care due to costs.
- Providence Hospice & Home Care delivers compassionate, home-based care to those who are confined to the home due to health issues or life-threatening illness. Physicians, nurses, social workers, rehabilitation therapists, home health aides, chaplains and volunteers work together to provide exceptional care. We also offer bereavement programs for surviving family members.
- A collaboration between four leading healthcare organizations, the Providence Regional Cancer Partnership offers all aspects of outpatient cancer care under one roof, hosting some of the world's most sought-after cancer treatment technologies.

Financial Overview

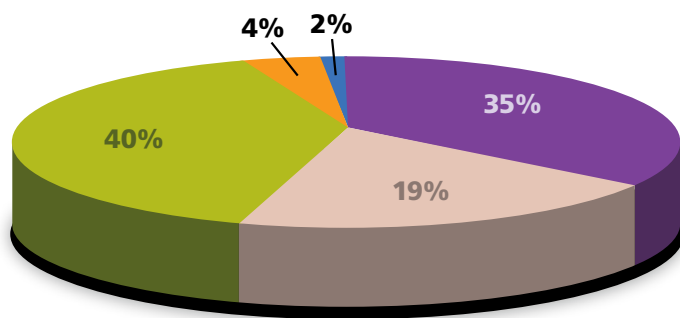
	1 Free & Discounted Care for Those in Need	2 Subsidized Services	3 Unfunded Portion of Government-Sponsored Medical Care	4 Medical Education & Research	5 Community Programs & Services	Total Cost of Care & Services Donated in 2010
Providence Regional Medical Center Everett †	\$ 18,902,000	\$ 9,358,000	\$ 20,863,000	\$ 2,295,000	\$ 649,000	\$ 52,067,000
Providence Senior and Community Services and other programs*	\$ 85,000	\$ 831,000	\$ 265,000	n/a	\$ 206,000	\$ 1,387,000
Total	\$ 18,987,000	\$ 10,189,000	\$ 21,128,000	\$ 2,295,000	\$ 855,000	\$ 53,454,000

† Financial data from Providence Physician Group is included

* Numbers are duplicated from the Providence Senior & Community Services Community Benefit report

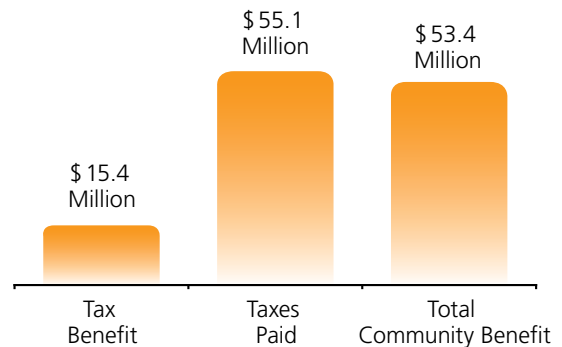
- 1 Financial assistance for the uninsured and others who cannot pay for their care
- 2 Clinical services provided despite a financial loss to meet a community need
- 3 The difference between cost of care and what is paid for by state and federal government – does not include Medicare
- 4 Subsidies for medical residency programs, nursing and other education and medical research
- 5 Cash gifts and in-kind donations, and free community services, such as patient education, health screenings, immunizations and support groups

2010 Community Benefit
(by percentage)



- Free & Discounted Care
- Subsidized Services
- Unfunded Portion of Government-Sponsored Medical Care
- Medical Education & Research
- Community Programs & Services

Tax Status Benefit



As not-for profit organizations, Providence Health & Services in Northwest Washington received \$15.4 million in federal, state and local tax exemptions in 2010. However, we provided \$53.4 million back to the community or \$38.0 million in excess of our exemptions. In addition, there are taxes that we are not exempt from and must pay in the normal course of operations just as any business in the community would. These totaled \$55.1 million in 2010 and included business and occupation taxes, taxes on non-exempt properties, and payroll and sales taxes.