

2023 COMMUNITY BENEFIT SNAPSHOT

# We invest in Central Puget Sound's health.



### Bringing our Mission to life

At Providence, we are dedicated to improving community health and reducing disparities in the Western U.S. and beyond. Called by our Mission, we are steadfast in serving all, especially those who are poor and vulnerable.

### Taking action on health challenges

To achieve our vision of health for a better world, the Providence family of organizations identifies community health needs and invests in programs and meaningful solutions that meet the diverse needs of our neighbors. Alongside local partners, we build stronger, healthier communities by focusing on areas of lasting impact:

- Foundations of health
- Removing barriers to care
- Community resilience
- Innovating for the future

Our longstanding commitment to identify needs and provide community benefit is an essential way we live our Mission each day.



**\$8.6 MILLION**

Community health improvement and strategic partnerships



**\$35 MILLION**

Health professions education and research



**\$8 MILLION**

Subsidized health services



**\$23 MILLION**

Free and discounted care for the uninsured and underinsured



**\$167.6 MILLION**

Unpaid cost of Medicaid and other means-tested government programs

\*Data is consolidated based on unaudited financial reporting. The numbers include joint ventures by percentage ownership.

# Community investment in action

## Cultural navigators are a bridge to care

Providence Swedish is home to a multi-lingual and diverse team of cultural navigators who are dedicated to removing cultural and language barriers to care for every patient we serve. This includes those who identify as BIPOC, multi-cultural, multi-lingual, LGBTQI+, unhoused, uninsured or underinsured.



Supported by Providence's health equity initiative, navigators bring many skills to the mission of dismantling barriers to health care access and building trust in our health care and social service systems. In addition to serving our patients in their native languages, cultural navigators work with many social determinants of health including helping patients learn about financial assistance and helping with appointment scheduling and prescriptions, health insurance enrollment and more.

In 2023 alone, the program served more than 955 patients with identified language or cultural barriers, co-hosted five mobile mammogram events, served more than 1,100 neighbors at community events and attended more than 35 community health events to support vaccination and screening efforts.

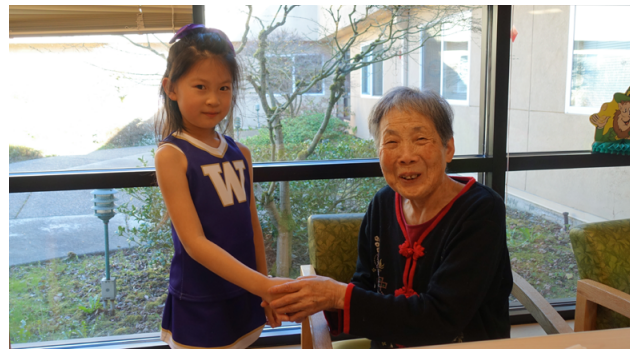
*Providence Swedish's Cultural Navigation Program focuses on improving access to care to underserved communities, including those who identify as BIPOC, multi-cultural, multi-lingual, LGBTQI+, unhoused, uninsured or underinsured.*

## Providing culturally relevant care for Asian seniors

Kin On, which means "healthy and safe" in Chinese, offers a comprehensive range of services, including assisted living, adult family homes and long-term care. The organization also provides home care services, enabling seniors to age gracefully within their homes, a vision aligned with their commitment to culturally relevant care. Even the meals they serve on campus reflect Asian heritage.

Providence Swedish has stood as a steadfast partner in Kin On's journey, providing vital funding.

"There are gaps in our health-care system, especially our senior immigrant population. And that's where an organization like Kin On comes in. [They] understand the cultural and linguistic needs of these patients and individuals," said Jae Lim, Providence Swedish Community Health Investment program manager.



*Kin On resident Young-Shu Ma gets a helping hand from her visitor. Providence Swedish is proud to be a long-time supporter of Kin On, which provides care and support for Asian elders and their families.*

“ The unfortunate truth is that many of our neighbors lack access to care. This affects entire communities. Working with committed community partners broadens our reach in dismantling health-care barriers and moves us closer to our vision of a better, healthier world. ”

— ELIZABETH WAKO, M.D., MBA  
President & CEO  
Swedish Health Services

“ The hard work of our cultural navigators has really blossomed into organic relationships within the community. Look like me, sound like me, understand me. These are all components that are important to the services we provide. ”

— JESUS ELIZALDE-LINDGREN  
Director of Health Equity for Providence Swedish  
North Division