

# Power of giving

Donors *make the difference*

Fall 2022

## Furniture donation provides comfort and dignity

Thanks to a long-time volunteer, patients and visitors at Providence Hood River Memorial Hospital now can relax more comfortably in the day surgery waiting area.

Alice Facteau has volunteered for Providence Hood River Memorial Hospital for 17 years and “enjoys being needed.” She remembers one very nervous husband who was waiting for his wife in surgery. Alice distracted him with details of her family trip to Italy. The man remarked he could not believe how the hour of waiting time had flown by because Alice had spent time talking with him.

Alice also enjoys serving on the panel that selects which projects will receive funds from the Volunteer Auxiliary funds. Every year medical staff members present requests for new equipment or educational scholarships. When a project exceeds funds available, Alice has been known to help fund the request herself by making a donation to the foundation.

While volunteering in the day surgery waiting area, Alice noticed people struggling to get up out of the waiting room chairs. The chairs were comfortable, but thick



Alice Facteau sits in the specialized furniture she purchased for the day surgery waiting room.

cushions and low seats made it difficult for people with limited mobility to stand up. Alice once offered a seat to a tired patient on crutches, but they declined knowing they could not safely get back up.

During a medical visit of her own, Alice sat in a lobby chair that was a little wider than a typical seat. It was sleek and sturdy, and the design made standing up very easy. A light bulb went off in her head.

Alice took it upon herself to find this type of furniture. She worked with hospital administration and funded the purchase of seven specialized items, including a tall chair, bariatric (wide) chairs and a few easy-to-get-out-of loveseats. On June 15, the furniture arrived and was quickly assembled by the Providence team that was eager to show Alice her gift in action.

Nervous, tired loved ones waiting in day surgery now have comfortable seating and can stand with ease. Thank you, Alice, for your compassion and efforts to fill hospital needs wherever you can. ■

## Providence funds flex to meet patient's specific needs

Providence donors help meet a variety of needs for local patients and their families. In Joe's case, he needed a new staircase.

When Joe was diagnosed with cancer, his treatment included extensive surgery. After he was released from the hospital, Joe was required to lie flat on his back and could not sit up for more than 15 minutes at a time.

After several weeks of at-home recovery, Joe was permitted to sit up for longer periods and begin physical therapy outside the home. He had lost so much strength, however, that he could not navigate his front steps. Providence Home Health nurses needed to use a gurney to help him exit and enter his home.



Providence and community partners build new steps for local resident after extensive surgery.

A collaborative effort among Providence, Habitat for Humanity and Fix it for Him ministries saved the day. Together the community partners provided labor and supplies to build a new staircase with shallow three-inch steps. When the team told Joe there would be no charge, he said, "Thank you. I needed some good news!"

Joe continues to regain his strength and now can independently leave the house and drive to physical therapy. Thanks to your support, a neighbor in need has received the gift of dignity and hope. ■

## BOB offers help to our most vulnerable neighbors

Providence's Better Outcomes thru Bridges (BOB) program is coming to Providence Hood River Memorial Hospital. Patients who enter the emergency department multiple times due to an ongoing crisis will be offered support and resources to better serve their complex needs.

Over the past year, 254 patients were admitted on multiple occasions to the Hood River emergency department due to one or more major life complications. These include chronic illness, homelessness and substance use disorder.

BOB works with Providence emergency departments and community agencies to support these vulnerable community members. BOB counselors connect struggling individuals with:

- Addiction recovery
- Peer support counseling
- Food and water
- Housing referrals
- Hygiene supplies
- Cold weather gear
- Hot weather cooling supplies

In 2021, BOB programs throughout Oregon met 8,600 individuals through street outreach, behavioral health emergency follow-up calls, community events and counseling programs.

**"They're not bad people. They've lost their way. All it takes to make a change is to have someone care for them."**

– DJ Alex, Providence BOB Peer Support Counselor

“John” was forever changed because of BOB. Following a stroke, John faced multiple cognitive and mobility barriers. He eventually lost his job and home and did not know how to start putting his life back together.

Lindsay, a BOB outreach specialist, connected with John through a houseless shelter. Right away Lindsay noted John’s positive attitude. He was committed to recovery and more than willing to put forth the effort to access the services offered.

Through BOB’s vast network of community partners, John was given emergency food and shelter. He tenaciously completed months of occupational and physical therapy to regain mobility while Lindsay coordinated insurance coverage of these services. John also built healthy, meaningful relationships with his peers at the shelter where he continues to volunteer his time.

Thanks to those who support the BOB program, John now is employed, has his own vehicle and has permanent housing. He continues to develop coping skills to navigate new challenges and serves as an advocate for others in need.



BOB has a high level of success due to employing *peer support* counselors. These are trained professionals who have personal experience with tragedy.

BOB counselor DJ Alex had a tough childhood that led to drug addiction and houselessness. Now she is passionate about helping others navigate similar situations. “I tell them from the beginning that I’m in recovery. I have been in your shoes. I know how to walk the path to get you out of this situation.”

BOB programs are made possible through donations to Providence foundations and community grants. ■

# Heart care to-go bags decrease hospital readmission rates

Heart failure occurs when the heart can no longer pump enough blood and oxygen through the body. It is a life-threatening condition that affects more than 600 million Americans. Heart failure is the No. 1 reason for being readmitted to a hospital.

Patients diagnosed with heart failure can improve their condition with regular medical care and by incorporating healthy habits, such as exercise and a low-salt diet. Adopting healthy habits is easier when proper support, training and equipment are available.

The cardiac team at Providence Hood River Memorial Hospital instituted a heart care to-go bag program. Completely funded by foundation donors, each heart bag includes:

- Weight scale
- Portable blood pressure cuff
- Pill box to organize medication
- Written information about heart health
- Educational videos on nutrition

These supplies are only part of the program. Before patients leave the hospital, the care team teaches each patient how to use the supplies and carefully reviews each handout and video.

After discharge, a member of the care team checks in with each patient to answer questions and see how they are doing. This is often an important touch point, showing patients they are cared for beyond their hospital stay and connecting struggling individuals with food and transportation options.

Within a year of instituting the program, hospital readmission rates for patients with heart failure have been reduced by 10%.

Thank you! This truly is a team effort from start to finish, and it would not be possible without your support. ■



# Rural residency program provides health professionals to local clinics and migrant populations

The Providence Rural Residency Program is a valuable collaboration made possible by your donations. In its 10th year, the program provides extensive training for up to six providers while attracting much-needed medical professionals to the Hood River community.

Medical residents work full time, treating patients at Providence Hood River Memorial Hospital and One Community Health. Under the mentorship of Robert Gobbo, M.D., and a team of seasoned physicians, the residents gain experience in providing obstetric care, treating chronic illness, and serving migrant and indigenous populations.

Your gifts covered several expenses, including two Butterfly machines – handheld ultrasound devices – and a year of Butterfly training for all faculty members. These portable devices allow our team to assess medical needs and monitor pregnancies from any rural location.

## Current Residents | Providence Residency and Fellowship Programs



**Carina Souflee, M.D.**

**Dell Medical School, University of Texas, Austin**

Before medical school, Dr. Souflee was a high school English teacher and a Teach For America scholar in Kirtland, New Mexico, near Navajo lands. She grew up in north Texas, where her parents are both social workers and teachers. Dr. Souflee is a strong patient care advocate and has taught about the importance of traditional medicine for indigenous communities.



**Owen Willis, M.D.**

**University of Toledo, College of Medicine Ohio**

Dr. Willis received master's degrees in cellular biology and cancer biology at Case Western Reserve University and the University of Miami. He has a strong background in research but prefers working with patients and getting to know new people. Dr. Willis plans to practice family medicine and is fluent in Spanish.

**“We really benefit from having more physicians in the small towns. In a rural community, we don’t have easy access to specialists. A lot of our patients can’t travel very far.”**

– Connie Serra, M.D., Providence Hood River Family Medicine

The rural residency program also helps retain medical providers who are personally invested in the Columbia Gorge community. About half of the residency graduates choose to stay in Hood River. Class of 2022 residents Ben Coffey, M.D., and Madeline Bierle, M.D., both plan to continue working in Hood River.

Two new medical school graduates were recently accepted to the rural residency program. Maybe say this instead: “With hundreds of applicants, the program is pleased to welcome the Class of 2025. ■

## Emergency department clothes closet provides dignity and basic needs

No one plans a trip to the emergency department, and many ED visits result in tattered and stained clothing that must be discarded. Our Mission compels us to make sure patients leave feeling cared for and with their basic needs met.

The Hood River ED team recently shared with chaplain Anna Gagnon and social worker Stephanie Becker a list of items commonly needed in the ED, including warm clothes, socks, shoes and rain jackets. Thanks to financial donations to the Providence Hood River Memorial Hospital Foundation, the emergency department was able to purchase hundreds of new items in bulk and in a wide range of sizes.



Providence Chaplain Anna Gagnon selects a new pair of shoes for an emergency department patient.

Emergency department caregivers previously had access to donated clothing, but they rarely had needed items in the right sizes. Now, the new emergency clothes closet is organized and fully stocked to provide for all sizes, ages and weather conditions.

“Some patients are in such serious condition when they are admitted that their clothes are cut off. Others come to us in soiled clothing after an abusive situation,” says chaplain Anna Gagnon. “The clothing we provide is a meaningful gesture for these patients who need kindness as much as they need a new shirt.” ■

## Your impact, by the numbers



**\$30,000**

Veggie Rx provides fresh vegetables to cancer patients



**60**

Free mammograms to under- or uninsured patients



**\$7,500**

Portable ultrasound machine, training and software



**1**

New van for Providence Brookside Manor

**Thank you!** These accomplishments and stories are made possible because you choose to support Providence Hood River Memorial Hospital Foundation. ■

Inspiring Generosity ♥

### Our Mission

As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

### Values

Compassion, Dignity, Justice, Excellence, Integrity

**Providence Hood River  
Memorial Hospital Foundation**  
810 12th St. ■ Hood River, OR 97031

**Susan Frost**, Executive Director  
503-387-6342 ■ [Susan.Frost@providence.org](mailto:Susan.Frost@providence.org)  
[ProvidenceFoundations.org/hoodriver](http://ProvidenceFoundations.org/hoodriver)