

# Power of giving

Donors *make the difference*

Fall 2020

## Safety in the Hospital during COVID-19

When Ann Dolan's partner noticed changes to her face and speech, he called 911. An ambulance rushed Ann to Providence Newberg Medical Center emergency department.

The previous day, Ann had been experiencing weakness in her arm but it would pass quickly. After speaking with a nurse, she drove to the emergency department. But doctors could not determine what was causing the problem.

On her second visit, she learned she had had six transient ischemic attacks. A TIA is a stroke that lasts only a few minutes. It happens when the blood supply to part of the brain is briefly blocked. Symptoms of a TIA are like other stroke symptoms, but do not last as long. Ann was given blood thinner and held overnight for observation. The blood thinner prevents platelets from clumping together to form a clot and today Ann no longer needs to take it.

Ann's visits to the emergency department occurred in early May when COVID-19 appeared under control in Oregon. However, it was an uncertain time in health care – procedures and processes were still be worked out, PPE was sometimes in short supply and safety instructions were evolving. Many people were feeling uncertain about seeking medical care.

Ann did not have a choice but she knew that she would be safe at Providence Newberg. "Everyone was masked and took precautions. I had one test after another while I was in the emergency department and felt completely secure."

Thanks to your support, Ann never hesitated to get the care she needed. "Everyone was wonderful – they were very caring, efficient and responsive. I really appreciated having the hospital so close to my home." ■



In the midst of COVID-19, Ann Dolan never hesitated when she needed care at Providence Newberg Medical Center.

# April finds her village through the BOB Program

April was at her lowest. She had been through five surgeries for severe endometriosis. Her anxiety and depression were becoming overwhelming. She finally asked her doctor where to get help.



That's when April learned about the Better Outcomes thru Bridges behavioral health program. In Oregon, a BOB outreach worker comes alongside Providence patients who are experiencing behavioral health issues and need support or help with basic needs. Some examples of those needs could be mental health help, substance use cessation, housing, transportation, food insecurity or safety concerns. The BOB worker provides support and helps bridge the gap to find services the patient or family needs.

Once accepted into the program, April was connected with Lindsay Gardner, outreach specialist. April has dealt with depression and anxiety most of her life and has received treatment before. She said this time was different.

At the time, April and her daughter were living in a shelter. Her daughter was also struggling with behavioral health issues. "I needed a village," said April. "Lindsay helped me realize my strengths, and I never felt alone at any time."

April needed help and found it in Lindsay and the Better Outcomes thru Bridges behavioral health program.

Lindsay's role is to build a relationship with her patients so "they feel acknowledged, supported, valued and heard. We connect patients with resources in the community so that, long term, they are sustained and can be independent with a built-in support network."

"When a patient is in a crisis, I can get them immediate access to care and help, but the goal is help the patient learn how to advocate for themselves," said Lindsay. "I help connect the dots, but the patient does the work."

By working with Lindsay, April is building connections in the community, "People do care," she said. She now has stable housing and is attending community college online.

April is grateful to the donors who support the program. "Thank you so much for helping me. You have touched my life in ways I don't think would have been possible otherwise. You helped my children, and you helped me heal." ■

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– Lindsay Gardner, outreach specialist

## Heart of Gold goes virtual

Due to COVID-19 and the restrictions for in-person gatherings, the annual Hearts of Gold dinner went virtual and moved to the afternoon of August 12. Hosted online by board member Mike Donahue, viewers heard about the BOB program from Jeri Turgeson, PsyD, board-certified clinical psychologist; Becky Wilkinson, MSW, CSWA, Outreach program manager for BOB; and Elise Yarnell, senior manager, clinic operations, Providence Medical Group-Yamhill Region. Thanks to your generosity, nearly \$80,000 was raised to support BOB and help more people in Yamhill County who are facing behavioral health issues. ■



# Meet new Chief Executive Joe Yoder



Joe Yoder assumed the role of new chief executive for the Yamhill Service Area in August. Joe brings more than 14 years of experience in health care leadership to his new position. For the previous two years, Joe served as chief operating officer for Providence Milwaukie Hospital and Providence Willamette Falls Medical Center. In addition, he is Providence Oregon’s executive responsible for food and nutrition services.

“As I become acquainted with everyone at our Yamhill County facilities, I’ve discovered that the talk about the great culture of Newberg is in fact, true. It’s been heart-warming to see first-hand how our caregivers interact with one another and their deep

connection and compassion towards those we serve,” said Joe. “I’m excited to serve our community and continue moving the Providence Mission forward.”

Before coming to Providence, Joe was vice president of physician services for RCCH Healthcare Partners in Brentwood, Tenn. He also spent more than nine years with Legacy Health System. ■

## New building opens

In February we celebrated the opening of the new Providence Newberg Medical Plaza. Gifts from donors made this building a reality. The new building houses the Providence Cancer Institute Newberg, cardiac rehabilitation and Providence Heart Institute’s Basecamp among other programs and departments. Thank you for your support to expand services close to home for our growing community. ■



### 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

Inspiring Generosity ♥

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