Partnering for healing and a healthy future
And many of the factors that contribute to health — personal safety, economic stability, access to the outdoors, culture and the arts — come not from hospitals and doctors’ offices, but from the neighborhoods we live in and the communities we call home. When communities thrive, we all benefit in so many ways.

Which is why I believe that MultiCare is, first and foremost, a community organization, rather than a health care organization. Our responsibility to foster healthy communities doesn’t stop at providing excellent medical care to our patients. And our mission of Partnering for Healing and a Healthy Future reminds us that this isn’t work we can do alone.

That sense of responsibility calls on us to develop and implement critical support programs of our own for individuals, children and families. Our mission drives us to partner with and support other like-minded organizations, large and small, who are doing the same.

At the same time, we recognize that accessible medical care is also key to a healthy community. So MultiCare does all that it can to ensure that everyone who comes to us gets the care that they need, regardless of their ability to pay.

The pages of this report provide a glimpse of some of the programs and events MultiCare has been privileged to support in 2019. We look forward to the opportunities 2020 will bring us to continue to engage in this important work for the health and wellness of our communities.

Bill Robertson
President & CEO
MultiCare Health System
Fresh Bucks
Helping families afford farm-fresh foods

For too many low-income families, the kind of “farm to table” fresh produce offered at farmers markets is often out of reach. Since 2015 the Washington Food Insecurity Nutrition Incentives (FINI) Project’s Fresh Bucks program has been working to change that.

Fresh Bucks encourages low-income households participating in the Supplemental Nutrition Assistance Program (SNAP) to increase their purchase of fruits and vegetables by providing cash incentives. In 2019 an unlimited dollar-for-dollar match was provided for Fresh Bucks participants to spend on fresh fruits and vegetables.

MultiCare teamed up with two Tacoma farmers markets on the original FINI application for Pierce County and together, we will receive almost $1 million over the award period to promote access to healthy fruits and vegetables to SNAP participants in Pierce County.

Oakland High School Health Clinic
Increasing health care access for students at risk

A new MultiCare Health Clinic at Oakland High School opened in April 2019, the first of its kind in Tacoma.

The school serves students from 14-21 years old and many of its students face socioeconomic challenges that put them at a disadvantage when it comes to their long-term health equity and financial prosperity.

School leaders wanted to create a health care solution that would provide access to both medical and behavioral health care without leaving campus and would address students’ needs in a way that supported convenience and attendance.

The concept evolved over several years into a partnership between Tacoma Public Schools, MultiCare and Communities in Schools.

MultiCare physicians and nurse practitioners staff the clinic and provide preventive care, behavioral health care and treatment for illness and injury to students and students’ children who attend the on-site day care.

Hooptown USA
Building healthier communities in the Inland Northwest

Basketball is more than a sport in Spokane — it’s part of the culture. Since its founding in 1990, Hoopfest, Spokane’s annual 3-on-3 summertime outdoor basketball tournament, has grown into a major event that draws teams from near and far.

The Spokane Hoopfest Association also runs a youth basketball league and outreach program — in addition to building over 30 community basketball courts in the region over the last 30 years.

Building on our existing Hoopfest partnership, during Hoopfest 2019 MultiCare announced a $1 million, 10-year exclusive sponsorship with Hooptown USA — an initiative designed to celebrate basketball’s influence in the region and promote health and fitness for families in the Inland Northwest.

With MultiCare’s support, Hooptown USA will develop a state-of-the-art basketball complex and new basketball Hall of Fame in Riverfront Park, as well as revitalize Hoopfest’s existing outdoor court network.
Each year, MultiCare commits financial resources to multiple community programs and services; invests in capital projects to improve our facilities for our patients; and helps ensure low-income or uninsured patients get the care they need, regardless of their ability to pay. Here is a summary of the support we provided in 2019.

**Community Services**

These are programs or activities that go beyond patient care, are available to the general public and are primarily subsidized by MultiCare. These services are grouped into five categories.

- **Community Sponsorships**: $1,905,000
- **Health Professional Education**: $17,308,000
- **Subsidized Community & Health Services**: $33,455,000
- **Community Outreach & Building**: $554,000
- **Health Research**: $15,066,000

**Total:** $328,159,000

**Other Expenses**

In 2019, MultiCare provided $33,523,000 in discounts to uninsured patients.

**Cost of services provided to charity care patients**: $57,513,000

**Payment shortfalls in Medicaid, fee-for-service, managed care plans and other state-subsidized health care programs**: $202,358,000

**Section Total:** $259,871,000

**Capital Improvements**

MultiCare continually invests in capital improvement projects to ensure our patients have the most advanced treatment facilities available. In 2019 we invested over $195 million in these and other projects:

- Completion of Off Campus Emergency Department in Parkland and construction in progress for the Bonney Lake and South Hill locations
- Continued expansion of Allenmore Emergency Department
- Continued enhancements and upgrades of Wellfound Behavioral Health Hospital, including addition of Care Connect
- Continued alignment and expansion of our Indigo Urgent Care sites in the Puget Sound service area

**Low-Income Patient Care Shortfall**

These are the unreimbursed costs of providing hospital-based care to low-income and special needs populations, including:

- **Completion of Off Campus Emergency Department in Parkland and construction in progress for the Bonney Lake and South Hill locations**
- **Continued expansion of Allenmore Emergency Department**
- **Continued enhancements and upgrades of Wellfound Behavioral Health Hospital, including addition of Care Connect**
- **Continued alignment and expansion of our Indigo Urgent Care sites in the Puget Sound service area**
MultiCare has been a dedicated community partner throughout our nearly 140-year-history, helping to do our part to achieve community goals. We’ve provided — and continue to provide — financial support, volunteers and additional resources to numerous local and national organizations such as the American Cancer Society, American Heart Association, YMCA of Pierce and Kitsap Counties, Crystal Judson Family Justice Center and many, many more.

In 2015, MultiCare took that support one step further and established the MultiCare Community Partnership Fund. The fund supports organizations that contribute to the health and vitality of our community in areas such as child-related causes, domestic violence and trauma, education and job training, food insecurity, health care and homelessness/housing.

The fund has awarded over $3 million in grants from 2015 to 2019 to a growing number of organizations in the Puget Sound and Inland Northwest regions.

Organizations that received Community Partnership Fund support in 2019 are:

- Active4Youth
- Allen Renaissance/Tacoma Clubhouse
- American Diabetes Association
- Ark Institute of Learning
- Ashley House
- Asia Pacific Cultural Center
- Asian Counseling & Referral Service
- At The Core
- Auburn Public Schools Foundation
- Big Brothers Big Sisters of the Inland Northwest
- Boys & Girls Clubs of Thurston County
- Catherine Place
- Catholic Charities Eastern Washington
- Catholic Community Services of Western Washington
- Central Kitsap Food Bank
- Children’s Museum of Tacoma
- Coffee Oasis Centers
- Communities in Schools Lakewood
- Communities in Schools Puyallup
- Community Minded Enterprises
- Domestic Abuse Women’s Network (DAWN)
- Eastern Washington University Foundation
- Eastside Baby Corner
- Emergency Food Network
- Family Promise of Spokane
- Food Backpacks 4 Kids
- Food Lifeline
- Girls Scouts of Western WA
- Greater King County Police Activities League
- Hands-On Children’s Museum
- Hilltop Artists
- Holly Ridge Center
- Hope Sparks
- HUB Sports Center
- Jewish Family Service of Seattle
- Key Peninsula Free Clinic
- Lambert House
- Lindquist Dental Clinic for Children
- Lutheran Community Services Northwest
- Maple Valley Food Bank & Emergency Services
- Mary’s Place
- Medical Teams International
- Multi-Service Center
- Museum of Glass
- NAMl of Washington
- Nourish Pierce County
- NW Furniture Bank
- Our Sisters’ House
- Partners with Family & Children Spokane
- Pierce Conservation District
- Pierce County AIDS Foundation (PCAF)
- Pioneer Human Services
- Prescription Drug Assistance Foundation
- Puyallup Valley St. Francis House
- Reach Out and Read Washington State
- Safe Streets Campaign
- St. Leo Food Connection
- St Vincent de Paul Holy Family Conference
- Salvation Army
- Seattle/King County Clinic
- Second Harvest Inland Northwest
- Sexual Assault Center of Pierce County
- Shared Housing Services
- Somali Health Board
- Sound Outreach
- Spokane District Dental Society Foundation
- Spokane Neighborhood Action Partners (SNAP)
- Spokane Valley Partners
- Step By Step
- Tacoma Farmers Market
- Tacoma Housing Development Group
- Tacoma Pierce County Habitat for Humanity
- Tacoma Urban League
- TEARS Foundation
- The Rescue Mission
- Transitions
- Trinity Presbyterian Church
- U-District Foundation Mentoring
- Vanessa Behan Crisis Nursery
- Vine Maple Place
- Volunteers of America of E. Washington and N. Idaho
- Washington Healthcare Access Alliance
- Washington State University Health Sciences Spokane
- Women Helping Women Fund
- YMCA of the Inland Northwest
- YWCA Spokane
About MultiCare

MultiCare is a not-for-profit health care organization that’s been caring for communities in Washington state since the founding of Tacoma’s first hospital in 1882.

We’ve grown from a Tacoma-centric, hospital-based organization into the largest, not-for-profit, community-based, locally-owned health system in the state of Washington.

Our comprehensive system of health serves patients from around the Pacific Northwest and includes numerous inpatient care, primary care, virtual care, urgent care, dedicated pediatric care, specialty care and community services in all the regions we serve.

Health care is changing. And MultiCare is changing with it. But our commitment to our mission — Partnering for Healing and a Healthy Future — and our dedication to the health of those we serve remains constant and unwavering.

multicare.org