



2021 COMMUNITY BENEFIT SNAPSHOT

We invest in Northern California's health.

Caring for our communities is vitally important. To achieve our vision of health for a better world, we work closely with local partners to ensure we respond to the most pressing needs.



Taking action on health challenges

In 2021, we continued to focus on pandemic response and other core priorities including equitable access to care, housing and homelessness, mental health and substance use, and food insecurity.

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.



Community health improvement and strategic partnerships
\$26.8 MILLION



Health professions education and research
\$2.6 MILLION



Subsidized health services
\$8 MILLION



Free and discounted care for the uninsured and underinsured
\$19 MILLION



Unpaid cost of Medicaid and other means-tested government programs
\$46 MILLION

*Data is consolidated based on unaudited financial reporting.
The numbers include home and community care investments.

Our shared values in action

CARE Network helps vulnerable people manage their health.



Providence's CARE Network in Napa County is a critical, free resource to patients who require additional assistance to stabilize their health care needs. Individuals served by the CARE Network face complex health issues and socioeconomic challenges including unstable housing, inadequate insurance coverage and lack of transportation.

The program seeks to help people become active partners in managing their health. It reduces the number of avoidable emergency department visits by connecting people to services such as medication stabilization, behavioral health and substance use treatment, housing, primary care

and chronic disease management. In 2021, CARE Network programs served 3,416 unique individuals. The team also partnered with analysts from Providence's Population Health team to develop a dashboard, which showed that more than 200 clients were experiencing two or more conditions. These vulnerable people can need a year or more of medical and psychosocial care and services to stabilize.

When introducing the service to a new patient, a CARE Network nurse and social worker will often make an initial home visit to assess their needs. "You learn a lot when you visit someone in their own space or home," says Dana Codron, regional director of community health investment. "When I sat with them, I realized why they kept coming back to the Emergency Department or were missing appointments. Often people with complex conditions who are under-resourced become overwhelmed and need someone they can trust to find the right resources and services."

Through this model of outreach, clients are finding care in more suitable settings. Plans are in the works to scale the program to Humboldt and Sonoma counties and form new partnerships, including with CalAIM, the state's Medicaid administrator.

“ Even in the best of years, the needs of our communities are deep and broad. After two years of the COVID-19 pandemic, our communities depend more than ever on the dedication and persistence of organizations that believe in being part of the solution. ”

— LAUREEN DRISCOLL
CHIEF EXECUTIVE
PROVIDENCE NORTHERN CALIFORNIA

REGIONAL LEADERSHIP

Laureen Driscoll
Chief Executive
Providence Northern California

Providence
For more information, visit:
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Health for a better world.