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Dear Neighbors,

Providing you and your loved ones with quality, compassionate care is at the heart of our mission. It has been our number one priority each and every day since PeaceHealth first joined our close-knit community more than 25 years ago.

Many of you have expressed concerns that we are falling short on this commitment. You continue to see primary care providers leave our medical center and our community, and this has created obstacles in access to care. We're really sorry that we are in this situation. But, we want to assure you that we are doing everything we can to make it right.

The challenges of recruiting physicians to rural communities is a growing trend across the nation, which we have been working to address for more than a year. This is your health and it's profoundly personal. We pledge from here on out to keep you more informed so that you understand the situation and the actions we are taking.

WHAT WE'RE DOING

- We enhanced our recruitment program and already hired nine providers in the last 12 months. Three have started seeing patients, three more will begin taking patients before the end of the year and three more have been hired.
- Provider Recruitment has increased the number of job fairs/conferences that we attend by more than 20 this year; we also increased our marketing campaigns and purchased a candidate database.
- The recruitment team restructured to include a senior recruiter.
- Our walk-in clinic, which now sees more than 60 patients per day, helps increase access for patients who currently do not have a primary care physician.
- We recently expanded our Emergency Department.
- We are shifting toward "team medicine" to utilize the expertise of a broad set of medical professionals – including physician assistants and nurse practitioners – to ensure varied patient needs are met.

HOW YOU CAN HELP

- Call us with questions! Call Kat Rannow at 541-902-6300 ext. 2261 or email PublicAffairsPHOR@peacehealth.org at any time and we will help you get the answers you are seeking.
- And, send us your suggestions on how you, as a community member, can help us in our local recruiting efforts.

Additionally, you can visit peacehealth.org/WeCare for real-time updates, answers to your questions and more. Above all else, we want you to know: We hear you. We remain focused on delivering the highest quality care to our patients and communities.

Thank you,

Mark Adams, MD
Senior Vice President, Chief Medical Officer
PeaceHealth

Rick Yecny
Chief Administrative Officer & Chief Mission Officer
Peace Harbor Medical Center