

Testimony for the Public Hearing on 11/17/2016:

- Good morning. My name is Libby Hutter and I am the Chief Executive Officer at Cedar Hills Hospital, which is located in Portland, Oregon.
- I would like to thank you for hosting the public hearing. I will take a few moments to provide an overview of Cedar Hills Hospital and Outpatient Services. At the hospital we have 89 inpatient beds for adults and a large outpatient center that offers day treatment and intensive outpatient treatment. Cedar Hills opened in 2009 under the ownership of a different company and was acquired by Universal Health Services (UHS) in 2012. We felt that this was a very good transition for the hospital because UHS improved the hospital's quality standards and provided more structure for certain hospital systems. UHS provided us with access to many more resources and invested greatly in our infrastructure. They highly encourage the sharing of best practices among hospitals.
- Cedar Hills' experience with high occupancy is a good "barometer" of the inpatient psychiatric bed shortages in our region and we see the trend growing. Cedar Hills opened with just 36 inpatient beds and has grown to 89 beds over the last seven years. During this period the hospital has consistently been at 90% to 95% capacity. We had a 10-bed expansion on our most acute unit that was at capacity within 24 hours of opening. Additionally, Cedar Hills is unable to treat between 40 and 50 Oregonians per month who are seeking mental health and substance use services due to being at capacity.
- Cedar Hills actively works and collaborates with community mental health agencies, counties, emergency departments, medical groups, individual practitioners, residential treatment centers, veteran's services, military installations, families and patients themselves to ensure that they can receive treatment as quickly as possible when they are in crisis. We also work with these groups and others to ensure that patients can return to their communities with the appropriate resources and support that they need to recover. Some of the agencies we work with includes:
 - Lines for Life
 - Emergency Departments across Oregon and Southern Washington
 - Washington County Mental Health
 - Yamhill County Mental Health
 - Washington County Sheriff's Office
 - Astoria Pointe
 - Lifeworks NW
 - Veterans Administration Oregon
 - VA RTC/Domiciles, including White City
 - U.S. Coast Guard in Oregon
 - Oregon National Guard
 - Western Psychological and Counseling
 - Sequoia Mental Health
 - Central City Concern
 - Mission Ministries
 - OHSU Medical Groups
 - Tuality Center for Geriatric Psychiatry
 - Oregon Pain Center
 - Monte Nido Rainrock Treatment Center
 - Eating Disorder Center of Portland
 - Portland DBT
 - Serenity Lane Drug/Alcohol Treatment
 - Free By The Sea

- EASA
- Oregon Trail Recovery
- Recovery Village
- Bridgetown Clinic
- Old Town Recovery
- Hooper Detox/Recovery
- Lifeline Connections
- Hazelden/Betty Ford
- Klean Treatment Centers
- Cascadia Behavioral Healthcare
- Renaissance Recovery/Odyssey Complete
- CODA
- Lukedorf
- Buckley House
- ADAPT (Roseburg)
- ADAPT (Vancouver)
- It is part of our mission to play an active role in our community by participating in educational activities, community events, provider meetings, county meetings, and the Oregon Association of Hospitals and Health Systems (OAHHS). Cedar Hills coordinates and/or attends the following meetings:
 - Washington County Mental Health Work Group
 - Washington County Zero Suicide Initiative
 - Metropolitan Acute Care Advisory Council (MACAC)
 - Transitions of Care Committee for the Unity Center
 - The Cedar Hills Continuing Education Series (Monthly CEU Events)
 - Board of Directors for the Columbia River Chapter of EAPA
 - Women's Networking Breakfast (Multnomah County)
 - Tri-County Aging and Disabilities Quarterly Meeting
 - Behavioral Health Technical Advisory Committee Meeting
 - OAHHS Public Policy Committee
 - Committee Outreach Meeting at Legacy Emanuel
- Cedar Hills' mission is to provide safe, effective, and compassionate mental health and substance use treatment for our patients. We have a performance improvement (PI) team that involves all hospital departments where we focus on improving the quality of care for our patients through a formal PI process. One of the most important metrics that we use to evaluate how we are doing is our patient satisfaction survey. We request that all inpatient and outpatient clients fill out a patient satisfaction survey upon discharge. Cedar Hills Hospital consistently scores at 90% satisfaction and we are always striving to improve the patient experience at the hospital. Cedar Hills Outpatient Services was actually in the top three UHS facilities on two separate occasions for patient satisfaction, which is consistently at 92% or higher.
- Similar to Cedar Hills Outpatient Center, NewCo will have outpatient services onsite when the facility opens and they will plan to expand their outpatient services to an offsite location when the need for those services grows beyond the capability of the onsite location.
- If NewCo is approved it will provide a much needed resource for the community and Cedar Hills Hospital will actively collaborate with NewCo in sharing resources and best practices. The collaboration with a sister hospital will allow us to create a stronger delivery system to meet the behavioral health care needs of individuals in our communities.