

St. Charles Medical Center, Bend, Oregon

St. Charles Medical Center is the regional referral center for much of central and eastern Oregon. The 181-bed hospital serves approximately 200,000 people in a 33,000-square-mile area (greater than the size of Rhode Island, Connecticut, Delaware, New Hampshire, and Hawaii combined). St. Charles is Oregon's only Level II trauma center east of the Cascades. Its programs range from open heart surgery and comprehensive cancer care to sophisticated imaging and air medical services. St. Charles was founded in 1918.

In 2001 St. Charles merged with Central Oregon Community Hospital to form Cascade Health Services. Cascade Health Services also manages Pioneer Memorial Hospital and Mountain View District Hospital in central Oregon.

Healing Health Care Philosophy at St. Charles

In 2001 *Modern Maturity* listed St. Charles among 15 American "Hospitals with Heart" for its patient-centered approach to care. The Michigan-based Fetzer Institute honored St. Charles with its 2000 Norman Cousins Award, recognizing SCMC for its relationship-centered approach to patient care and community involvement. The Fetzer Institute called St. Charles "the best hospital in the country with regard to the sacredness of care."

This level of national recognition goes back to 1993, when St. Charles won the Association of Healing Health Care Project's prestigious Organizational Award "for generating and acting on a vision of healing health care that has served as an extraordinary example of what is possible for all who are committed to healing ourselves, our relationships, and our communities." The Association of Healing Health Care Projects is a national network of health care organizations, professionals, and community members who are creatively addressing the dilemmas in America's delivery of health care.

St. Charles has a wide range of innovative programs and special features to promote a healing environment for patients, guests, employees, and physicians. These include:

- A relationship-centered care system that puts caring relationships at the center of all hospital activities.
- Innovative management initiatives to improve service and reduce costs.
- Personal and team development seminars for employees and physicians. The People-Centered TeamsSM program focuses on improved communication, conflict resolution, and accountability. The philosophy is that organizational success begins with the individual.
- The 24-hour C.A.R.E Channel in patient rooms (soothing music and video presentation specifically designed to correspond to day-night awake-sleep cycles).
- 24-hour room service for patients at no additional charge (no tray lines).
- Covered bicycle parking and an alternative transportation program.
- Volunteer musicians who play music in patient and visitor areas on a weekly basis.
- An on-campus fishing pond (recreational therapy for stroke/head injury patients).
- A free recreational vehicle park for family members of out-of-town patients.
- Free video libraries on each patient floor and VCRs in every room (for both education and entertainment).
- A staff clown for patients and caregivers to help relieve stress.
- Volunteer clowns who provide light-hearted exchanges with patients and guests.
- An award-winning chapel with an altar fountain and an adjacent rooftop garden with sculpture, plants, and water features.

- Courtyards, atriums, fish tanks, flower boxes, patios, private rooms, skylights, panoramic views, and other architectural features that help create a unique healing environment.
- A computerized InfoTrac Health Resource Center in the main lobby to help patients, family members, students, caregivers, and others learn more about health and health care issues.
- A computer-controlled "player" piano in the main lobby to provide background music. Local volunteer pianists also provide music on a periodic basis.
- Espresso cart in the main lobby, open for several hours each morning.
- Free coffee and tea in the cafeteria for all guests, employees, and physicians.
- A staff exercise area and exercise equipment to help relieve stress, plus locker rooms with shower areas.
- Massage programs for patients and caregivers.
- Nationally recognized service for end-of-life care.
- The Center for Health and Learning (see separate listing)