



Confluence Health
**2025 COMMUNITY
IMPACT REPORT**



Our CEO at CONFLUENCE HEALTH



At Confluence Health, our mission has always been clear: *local care by and for our community*. That commitment goes beyond the walls of our clinics and hospitals. It shows up in how we listen, how we partner, and how we work alongside our neighbors to strengthen the health of North Central Washington.

As one of the region's largest care providers and employers, Confluence Health plays a unique role in our community. We are an anchor organization, a trusted care partner, and a collaborator with schools, non-profits, public agencies, and local leaders. We share responsibility for addressing our community's health challenges today, while also building stability and opportunity that will take us forward together.

This Community Impact Report reflects that shared work. It highlights how we are investing locally, expanding access to care, supporting our workforce, and responding to community needs with practical solutions.

Just as importantly, it reflects what we've heard from those we serve in what matters most, where gaps remain, and how we can continue to do better. The progress in these pages is possible because of strong partnerships and a clear belief that we move farther when we move forward together. Our work is shaped by collaboration and guided by the voices of our community.

We are proud to serve this region and grateful for the trust placed in us. As healthcare continues to change, our commitment remains steady: to listen, to adapt, and to show up in meaningful ways for the people and community who depend on us.

Thank you for being part of this work and for your partnership as we build a healthier, more resilient community and move forward together.

A handwritten signature in black ink, appearing to read 'AJ', enclosed within a circular loop.

Andrew Jones, MD
CEO, Confluence Health

Proudly Serving
**NORTH CENTRAL
WASHINGTON**



Our Campuses

WENATCHEE VALLEY

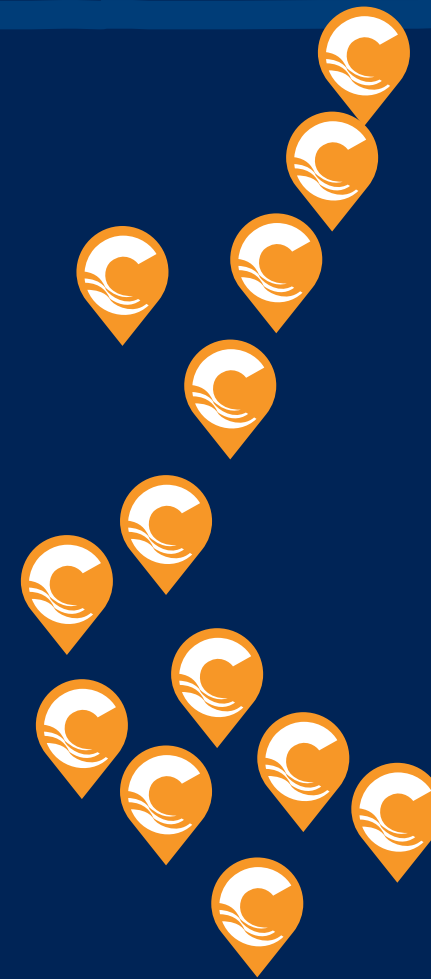
CONFLUENCE HEALTH HOSPITAL | MARES CAMPUS
CONFLUENCE HEALTH HOSPITAL | CENTRAL CAMPUS
CASHMERE CLINIC
EAST WENATCHEE CLINIC

NORTH REGION

BREWSTER CLINIC
METHOW VALLEY CLINIC
OMAK CAMPUS
OROVILLE CLINIC
TONASKET CLINIC
WATERVILLE CLINIC

COLUMBIA BASIN

MOSES LAKE CAMPUS
EPHRATA CLINIC
ROYAL CITY CLINIC



Confluence Health

ABOUT US



313

Physicians



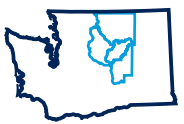
3,951

Employees



175

Advanced Practice
Providers



4

Counties



173,850

Unique Patients



30

Specialties



12,657

Inpatient Visits



30

Facilities



21,289

Surgeries



55,686

ER Visits



1,046,693

Calls to
Access Center



1,318

Babies Born

Our **MISSION**

Local care by and for our community

Our **VISION**

To serve our community with compassionate care through our dedication to:

- Enabling joy and pride in our work.
- Ensuring access for all.
- Focusing on local sustainability.
- Committing to excellent care and service.

Our **VALUES**



TRUST



COMPASSION



RESPECT



TEAMWORK



Caring for Our Community

FINANCIAL ASSISTANCE



At Confluence Health, access to care is not conditional on the ability to pay. In 2025, we provided over **\$35 million in charity care and financial assistance** to patients accessing our services, a direct expression of our commitment to ensuring that every person in our region can receive the care they need, close to home. That figure has grown substantially year over year, rising **18.3%** from 2023 to 2024, and another **28.5%** from 2024 to 2025. This is a reflection of both growing community needs and our deepening commitment to meeting it.

Support for those qualifying for financial assistance through our programs reached **11,089 unique patients** in 2025 alone. Our commitment to local care means that neighbors, families, and community members who needed assistance found it here. Our program extends to professional services, pharmacy, rural health locations, and freestanding clinics.

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4 Counties

Of patients assisted across NCW



11,089

Patients supported



\$35.1M

In Charity Care

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We cover them because this is one of the most direct ways we live out our mission of *local care by and for our community*. Our financial assistance program is available for patients who meet family size and income eligibility guidelines, and our team works alongside patients to navigate the application process, so that cost is never a barrier to getting care. No one should delay or avoid care because of the cost. That is a promise we take seriously, and one we back with real dollars every year.

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Our commitment is to protect and expand access to care for everyone, regardless of circumstances. Removing financial barriers is inseparable from that work.

*-Kaci Ramsey, Vice President,
Revenue Cycle*

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Community Spotlight:

INSPIRING THE NEXT GENERATION OF CAREGIVERS

Every summer, **15 high school students** from the Wenatchee Valley trade their backpacks for scrubs for a week that most of them will never forget. The **CSI Camp** (Confluence Student Interns), hosted by Confluence Health and made possible by generous donors through the Confluence Health Foundation, gives students a behind-the-scenes look at what it actually means to work in healthcare.

Over the course of a single week, students move through nearly **50 immersive sessions**: dissections, interactive lectures, hands-on skills labs, and face-to-face time with physicians, nurses, surgeons, and specialists working across every corner of our system. They wear scrubs. They step into operating rooms. They ask the questions they didn't know they were allowed to ask.

The program is designed to do two things at once: inspire students to consider careers in healthcare and

show them that those careers are accessible to kids who grow up right here in North Central Washington.

With more than **30 medical specialties** represented and **100 volunteers** giving their time to mentor, demonstrate, and engage, CSI Camp is one of the most tangible expressions of what it means to invest in the long-term health of the community.

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CSI Camp has become a truly community-wide effort. Throughout the week, students gain a deeper understanding of how different teams and organizations work together to care for patients in our region. They experience the passion, teamwork, and diverse career paths of more than 75 professionals. For me, CSI Camp is about planting a seed—helping students begin to see themselves and the possibilities of who they can become in the future.

-Casey Vogt, Student Services Coordinator

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Community Spotlight:
**INSPIRING THE NEXT
GENERATION OF CAREGIVERS**



**15 High School
Students**

Wenatchee valley participants



**50 Immersive
Sessions**

Hands-on learning across 1 week



**100 Volunteers
& Partners**

Making the program
possible

Expanding Access: **MEETING PATIENTS WHERE THEY ARE**

Getting care shouldn't be hard. That's been a guiding principle behind years of investment in the digital tools and systems that now quietly, but powerfully, shape how patients in North Central Washington connect with Confluence Health. In 2025, that work added up to something truly meaningful.

The pace of change in healthcare has never been faster, giving patients even better care options. The tools that once required a phone call, a waiting room, and a half-day away from work are being replaced by experiences that fit inside a lunch break. Patients today expect their healthcare to work the way the rest of their lives work: responsive, intuitive, and available when they need it.



125,000+

**Appointments
Scheduled Online**

2 million fewer minutes on hold



43,000+

**Patients Served by
Symptom Checker**

Navigating care at home



1,500+

**Virtual Care Visits
via KeyCare**

Across 12,000 sq. miles



1,800

**MyChart Care
Companion Patients**

More active care relationships



2,800

**Families Reached via
SMS Surgery Updates**

Real-time peace of mind



18,000+

**Patient Voices
Gathered**

Patient Voice Collaborative



138,000

**Unique Patients Logged
into MyChart**

Empowered patient population



66,000

**Online Prescription
Renewals**

Efficient and easy support



450,000

**MyChart Messages
Between Patient and
Care Team**

Meaningful care conversations



Expanding Access: **INVESTING IN TECHNOLOGY**

At Confluence Health, our investment in digital tools is rooted in a straightforward conviction: when care is easier to access, more people get it. And when more people get the care they need, our community is healthier.

The most visible sign of this investment in 2025 was the continued growth of online scheduling. More than **125,000 appointments** were booked digitally, saving patients an estimated **2 million minutes** of hold time and freeing the equivalent of **7 full years of staff capacity** to focus on care rather than coordination. In a health system serving 12,000 square miles, that efficiency is a measurable improvement in how care reaches people. Behind those appointments, **138,000 unique patients** logged into MyChart. This shows an empowered patient population actively managing their own health, while getting the care

they need with convenience and better communication.

The addition of Symptom Checker extended that reach even further, serving more than **43,000 patients** who needed help understanding what they were experiencing and where to go next. Rather than defaulting to an emergency room visit or waiting for an available appointment, patients could navigate their symptoms in real time from wherever they were and arrive at the right level of care with more information and less uncertainty. When patients have education and condition management tools, they are more engaged, better prepared, and more likely to follow through. That engagement showed up across the entire MyChart platform as well: patients and care teams exchanged more than **450,000 messages** in 2025. These are meaningful care conversations that happen between appointments, not just during them.

Expanding Access: **MEETING PATIENTS IN THE MOMENTS THAT MATTER**

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Digital tools are most powerful not just at the point of scheduling, but through the full arc of a care experience. In 2025, nearly **2,800 families** received real-time SMS updates during a loved one's surgery. That small act of communication – a notification that says the procedure is underway, that things are going well, that the surgeon will be out to speak with you soon – carries weight that is difficult to overstate.

SMS payment reminders gave patients a frictionless way to manage their finances on their own terms, without a phone call or a trip to a billing office. Additionally, **66,000 prescription renewals** were completed online, a quiet but significant shift that saved patients time and kept them on track with their care without requiring a separate appointment. KeyCare virtual visits connected more than **1,500 patients** with providers from home, extending Confluence Health's reach into the far corners of a service

area where distance has always been one of the most difficult barriers to care.

Underlying all of it is the Digital Healthcare Patient Survey, which gathered more than **18,000 patient voices** in 2025 to help shape how we design and improve our tools and services. Technology serves people best when the people it serves have a say in how it works. That feedback is how we make sure our digital investments are solving the right problems for our community.

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The tools we invest in today are not technology for technology's sake. They are a direct investment in care. Every barrier we remove, every moment we save, every patient we meet on their terms, brings us closer to the promise of truly local care.

-Josh Wood, Vice President, Digital Engagement & EHR

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Community Support:

COMMUNITY HEALTH PARTNERSHIP FUND

Every year, Confluence Health and the Wenatchee Valley Medical Group put a straightforward belief into practice: the health of North Central Washington depends on more than what happens inside our clinics and hospitals. It depends on whether families have food on the table, children have access to learning, and neighbors facing crisis have somewhere to turn. That belief is what drives the Community Health Partnership Fund.

In 2025 the fund, managed by the Confluence Health Foundation, awarded **\$500,000** across **50 grants**

to nonprofit organizations and community programs serving Chelan, Douglas, Grant, and Okanogan counties. The Community Health Partnership Fund is one of the most meaningful expressions of our mission because it extends local care far beyond the walls of hospitals or clinics.

The Fund's Four Anchor Grants

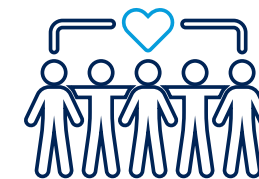
This year's grants touched nearly every dimension of community health. Four organizations received the fund's maximum award of **\$50,000**, reflecting projects with the scale and reach to make lasting structural change.

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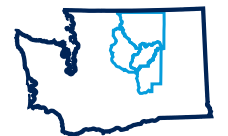
\$500,000

Community Health
Partnership Fund



50

Grants Funded



4

Counties

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NCW TECH
ALLIANCE

\$50K

NCW Tech Alliance
Digital Navigator
Training

NCW Tech Alliance received \$50,000 to train 30 community-based Digital Navigators across our four-county region who serve as bilingual volunteers to help patients navigate MyChart, reduce barriers to telehealth, and connect neighbors with the digital tools increasingly central to timely care.

CAFE: Community for the Advancement of Family Education received \$50,000 toward a permanent facility that will house CAFE’s programs and serve as a multi-service community hub.



Seattle Children’s
HOSPITAL • RESEARCH • FOUNDATION

\$50K

Seattle Children’s
Wenatchee Clinic
Expansion

Seattle Children’s Foundation received \$50,000 to expand its Wenatchee clinic, bringing more specialized pediatric care closer to home and reducing the burden on families who would otherwise travel hours to Seattle for their children’s appointments.

Wenatchee Valley Museum and Cultural Center received \$50,000 for renovation and expansion, creating a fully accessible cultural hub with new gathering spaces and expanded STEM and wellness programming for youth and families.

Community Health Across Every Need Beyond the anchor grants, the fund supported dozens of organizations doing



CAFE
COMMUNITY FOR THE ADVANCEMENT OF FAMILY EDUCATION

\$50K

CAFE
Community Facility



Wenatchee Valley Museum & Cultural Center

\$50K

WVMCC
Museum Renovation
& Expansion

the daily, ground-level work of community health. Food pantries in Cashmere, Tonasket, and Omak received grants to keep shelves stocked through high-demand seasons. The Boys & Girls Clubs of the Columbia Basin funded a Behavioral Support Specialist for youth in Moses Lake, while UVCares Behavioral Health continued suicide intervention and addiction treatment regionwide. Together for Youth expanded peer-to-peer suicide prevention in Chelan and Douglas County schools.

Cancer support was a recurring theme. The Columbia Basin Cancer Foundation, Cancer Care of North Central Washington, and Wellness Place funded financial assistance, transportation, nutrition, and mental health services for patients. Happy Letters Association connected students with cancer patients through encouraging letters—proof that care doesn’t always require a large investment to matter.

The fund also reached underserved corners of the region. Methow Descendants received a grant to preserve cultural

heritage and support tribal youth mental health, and mobile clinics in Mattawa and Royal City brought bilingual health navigation to immigrant farmworkers.

“ The 2025 grant cycle demonstrates that community health is not a single issue. It is a web of interconnected needs. The Community Health Partnership Fund is designed to address that full picture. *-Suzanne Carte-Cocroft, Chief Philanthropy Officer* ”

Behind much of what makes care possible at Confluence Health is the generosity of our community. The Confluence Health Foundation channels charitable giving into innovative medical technology, benevolent programs, and capital investments like clinical space—so that the people of North Central Washington can continue to access high-quality healthcare right here at home. To learn more visit confluencehealthfoundation.org.



Confluence
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