In 2013, Providence Health & Services Alaska provided nearly $38.5 million in free and discounted care so that the uninsured and underinsured could receive health care. This charity care is only part of Providence’s total community benefit in this region, which totaled almost $71 million.

Our calling and our promise

In the face of rapidly changing health care, our commitment to our Mission to care for everyone remains unchanged. When the Sisters of Providence began our tradition of caring for Alaskans more than 110 years ago, their ministry greatly depended on partnering with others in the community who were committed to doing good. This same pioneering spirit continues today as our calling and our promise.

Together with our community partners, we identify the greatest unmet needs among people in the communities we serve. These include lack of access to affordable care, poverty and homelessness, and barriers to healthy behaviors and disease prevention.

Our responses to these needs take form through partnerships with others. We provide access to affordable care by training the next generation of health care providers to serve Alaskans across the state. We address poverty by supporting our community’s efforts to improve the lives of homeless teens. We promote healthy behaviors and disease prevention by providing free biometric screenings to improve community health and flu shots to protect the elderly.

In this report, you’ll read these and other stories of how we are working together to meet community needs and keep people healthy. In all, Providence Health & Services Alaska was blessed to provide almost $71 million toward community benefit in 2013. Thanks to our many caregivers, donors, volunteers and community partners, the Mission of the Sisters of Providence remains as relevant to today as it was in 1902. It is our privilege to care for this community, together.

Sincerely,

Bruce Lamoureaux, chief executive
Providence Health & Services Alaska
Creating healthier communities, together

The Providence Mission reaches out beyond the walls of care settings to touch lives in the places where relief, comfort and care are needed. Our community benefit spending is about treating not just the patient and family, but the total health of the community. Through programs and donations, Providence’s community benefit connects families with preventive care to keep them healthy, fills gaps in community services and provides opportunities that bring hope in difficult times. These efforts are guided by an assessment of the needs of our community. (Read a summary of the community needs assessment at alaska.providence.org.)

We collaborate with social service and government agencies, charitable foundations, community organizations, universities and many other partners to identify the greatest needs and create solutions together. In 2013, Providence provided almost $71 million in community benefit in Alaska. Through these programs and donations, we strengthen the underlying health of our communities and open doors for our neighbors in need.

As a not-for-profit Catholic health care ministry, we embrace our responsibility to provide for the needs of communities we serve – especially for those who are poor and vulnerable. Providing care to everyone, regardless of their ability to pay, is at the core of the Providence Mission. In 2013, Providence offered $38.5 million in free and discounted care so the uninsured and underinsured could access health care.

WHERE WE SERVE
Providence Health & Services Alaska continues a tradition of caring started by the Sisters of Providence more than 110 years ago in Nome during the gold rush. Today the care and services Providence delivers spans from birth to end of life, to care for the whole person. Our comprehensive scope of services includes acute care, physician clinics, long-term and assisted living, palliative and hospice care, and home health. Our ministries are in Anchorage, Cordova, Eagle River, Kodiak, Palmer, Seward, Soldotna and Valdez.

Giving to our communities

<table>
<thead>
<tr>
<th>Unfunded portion of government-sponsored medical care</th>
<th>Free and discounted care for patients in need</th>
<th>Subsidized services</th>
<th>Education and research programs</th>
<th>Community health, grants and donations</th>
<th>Total cost of care &amp; services donated in 2013</th>
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<tr>
<td>Providence Health &amp; Services Alaska</td>
<td>$15,482,010</td>
<td>$38,539,299</td>
<td>$4,103,303</td>
<td>$5,333,283</td>
<td>$7,534,130</td>
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2013 Community benefit spending

- **UNFUNDED PORTION OF GOVERNMENT-SPONSORED MEDICAL CARE:** Difference between the cost of care and what is paid by state and federal government – does not include Medicare
- **FREE AND DISCOUNTED CARE FOR PATIENTS IN NEED:** Financial assistance for those who are uninsured or underinsured or otherwise unable to pay for their health care
- **SUBSIDIZED SERVICES:** Clinical and social services provided despite a financial loss because it meets an identified need that is not met elsewhere in the community
- **EDUCATION AND RESEARCH PROGRAMS:** Subsidies for medical residency programs, nursing and other education, and medical research
- **COMMUNITY HEALTH, GRANTS AND DONATIONS:** Free services, such as patient education, health screenings, immunizations and support groups, as well as donations to community partners

Tax status benefit

As a not-for-profit organization, Providence Health & Services Alaska received $34.1 million in federal, state and local tax exemptions in 2013. However, we provided almost $71 million back to the community, or $36.8 million in excess of our exemptions. In addition, there are taxes from which we are not exempt and must pay in the normal course of operations, just as any business in the community would. These totaled $21.6 million in 2013 and included taxes on non-exempt properties and payroll taxes.
When she missed her first appointment at the Kodiak Community Health Center, the staff called her to check on her. She revealed she didn’t have the money to pay. Don’t worry about that, the nurse encouraged her; just come on in.

Those few seconds of compassionate care – the simple act of checking up on someone – made all the difference. The patient, recently divorced, under financial duress and living with an adult daughter, had received a cancer diagnosis just five months earlier. With neither the money nor the knowledge of where to seek help, she’d stayed in limbo, the diagnosis weighing heavily on her mind.

These are the scenarios under which Kodiak Community Health Center, with support from Providence Health & Services Alaska, is able to help its community. Upon hearing this patient’s dilemma, the staff at the health center quickly intervened. Today the patient is getting the treatment she needs.

Kodiak Community Health Center is doubly blessed – not only through the support it receives from Providence but also from its proximity to the island’s major hospital, Providence Kodiak Island Medical Center. Located on the hospital campus, the health center offers patients convenient, quick access to additional care.

“It’s one-stop shopping because, even though we are completely separate entities, our patients can get almost everything they need right here,” says JC Rathje, the health center’s executive director. The pharmacy is close by as is the radiology department and specialty clinic. That eliminates transportation challenges for patients and gives care providers quicker access to each other.

Perhaps the best advancement in 2013, Rathje says, is the opening of the center’s dental clinic. “There has always been a need on this island for dental service for people without means,” she says. “Because we’re a community health center, we have the same sliding fee, and we’re seeing patients who have either never had dental care or have dental situations that would break your heart. Now they can come to us without the fear of not having enough money to pay.”

That has been the goal of the health center since it opened in 2004, says Don Rush, chief executive of Providence Kodiak. “The community health center has played a critical role in addressing the primary medical health needs of underserved populations on Kodiak Island, including the uninsured, underinsured and those with other barriers,” Rush says. “The hospital and the health center make a great team in support of a common Mission and goal: helping the poor and vulnerable.”

Providence’s support – $125,000 in cash donations and almost $50,000 in-kind donations for office space – has helped the health center reach even more clients. “It’s so sad, the trials that some people are going through,” says Rathje. “When you can do something for them that makes a difference and preserves their dignity in the process, it is so gratifying.”

COMMUNITY VOICES

To hear from story participants and view additional images, please visit our website at alaska.providence.org.
Compassionate service

BLESSED EMILIE GAMELIN’S EXAMPLE GUIDES SEWARD’S CHARITABLE PROGRAMS

It doesn’t take a huge gesture to make a giant difference. In small Alaska communities, such as Seward, that’s just what’s happening. With a goal of caring for the poor, underinsured and uninsured, employees at Providence Seward Medical & Care Center are embracing the ideal that guided the Sisters of Providence when they first brought health care to Nome in 1902.

“It was started by Blessed Emilie Gamelin,” says Joseph Fong, administrator at Providence Seward. “She was the foundress of the Sisters of Providence, and we decided we’d replicate it.” Called the Table of the King, the program supports the He Will Provide Food Bank through financial contributions and canned food donations that help feed 110 to 130 people each week.

More than a century ago in Montreal, Canada, Emilie Gamelin’s Table of the King served needy people who knocked on her door for food. Rather than give them scraps and send them on their way, she invited them into her home and served a warm meal at a tastefully decorated table. Mother Gamelin personified the Mission that Providence embraces to this day.

In 2013, Providence supported the volunteer program through roughly $7,000 worth of vaccinations: 318 influenza vaccines and 66 pneumococcal vaccines. The real value, according to Providence director of Mission Services Kathleen Hollis, is the time donated by Providence employees.

“Young people have the energy to do things like this; it’s very rewarding,” she says. “It helps us identify people who would love to be involved in helping others.”

Seward’s version of Table of the King includes an annual food-and-donation drive at both the hospital and Providence Seward Mountain Haven, a long-term care facility. Providence chaplain Duane Chase decided to expand the idea to a weekly fundraiser for the Vicar’s Fund, which helps needy patients get the prescriptions they need from the only commercial pharmacy in town.

“We didn’t need to order the vaccines, store the vaccines or any of that,” she says. “It provided the opportunity to interact with other people in the community.”

Shots for seniors

PROGRAM PROVIDES FLU, PNEUMOCOCCAL VACCINES AT ASSISTED LIVING CENTERS

When Lisa Nash’s mother was in assisted living, Nash was able to visit her often to make sure she was content and to see her through her final days.

Unfortunately that’s not the case for many who reside in assisted living centers throughout Alaska. While some residents enjoy support from family and friends, others are often on their own. The simple act of going to a doctor’s appointment can be time consuming and complicated when they have no one to help them.

To fill this gap, Providence Health & Services Alaska has helped fund a program Nash and a group of caring volunteers started in 2010. In its fourth year, the program—a partnership among Providence, the University of Alaska School of Nursing, the Assisted Living Home Association of Alaska and the state’s Department of Health and Social Services—helped immunize 390 residents living in 42 different homes during 2013. That’s almost triple the number of residents who were helped the first year.

“Young people have the energy to do things like this; it’s very rewarding,” she says. “It helps us identify people who would love to be involved in helping others.”

Volunteer Anne Clark, RN, says she helped because she was asked to but reaped her own rewards in the end.

“I recognized several of the clients we served at the assisted living residences from inpatient settings in the past,” says Clark, who also works at Providence. “To see these individuals out in the community, healthier and with increased independence was very rewarding. It helps us see our clients as members of our community, not just as patients.”

Theresa Gleason, RN, an administrator at the Providence Horizon House assisted-living home in Anchorage, says the vaccine clinic is much appreciated. The volunteers take the workload off staff nurses, and hosting the clinic gives residents new faces to meet and talk to.

“They really appreciate it. It gives them an opportunity to interact with other people in the community.”
Kristen Wouk and her husband, Eli, knew just 13 weeks into her pregnancy that their baby was going to be born with a birth defect called an omphalocele. Any less-than-perfect diagnosis is a blow to expectant parents, yet as traumatizing as it was to hear their son would have a rough start, the Wouks also quickly received reassurance that everything would be OK.

“My husband and I had a long time to process this, and we knew we were headed here,” she says, holding red-haired Ari, her sleepy, even-tempered baby boy in the Newborn Intensive Care Unit at The Children’s Hospital at Providence. “Within days of the diagnosis, we had that extra reassurance that every step of the process was being covered,” she adds. “I knew my baby was going to be well cared for here.”

Omphalocoeles are abdominal wall defects that cause babies to be born with their intestines and sometimes other organs outside of their bodies. The problem can be surgically corrected anywhere from a few months to two years after birth.

Eventually Ari will have a normal childhood, but for now his family will have to adapt to his condition. That’s where the Safe Kids program of Providence Health & Services Alaska stepped in. The goal of Safe Kids is “Preventing Childhood Injury in the Last Frontier.” Safe Kids Alaska offers children’s bike rodeos, safety fairs and helmet checks. It provides education on fire safety and smoke detectors and CO detectors. It has partnered with the Anchorage Fire Department to offer special safety seats in city ambulances. Safe Kids Alaska also works with the Alaska Department of Natural Resources on its Kids Don’t Float program to highlight the importance of staying safe near the water.

For Ari, Safe Kids purchased a specially designed car seat that will protect Ari’s sensitive abdomen while allowing him to travel safely. The $1,500 car seat – on loan from Safe Kids – will enable the Wouks to take little Ari home much sooner than expected.

Sara Penisten, as the state coalition coordinator for Safe Kids Alaska, says helping children like Ari is an extension of the care Providence is committed to providing all Alaskans. “Not only are we going to take care of the children while they are sleeping in our walls, but we want to send them forth safely, too.”

Safe Kids Alaska is one of countless programs supported by the nearly $71 million in community benefit contributions from Providence Health & Services Alaska in 2013. Providence’s $107,000 commitment to Safe Kids allows Penisten to work within the community to keep Alaska’s children healthy.

In 2013, the Safe Kids program extended its range of safety programs to all ages, including ice cleats for the homeless and a visibility-reflector program to help university students walking around campus be seen in the dark. “This adult injury prevention is multigenerational, so we hope to reach all members of the community now,” Penisten says.

“The big-picture goal is if we can make one life easier, if we can prevent one traumatic fall or help one child, we have done our job,” Penisten says. “It’s the right thing to do.”

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Shots for seniors: Dora Archer is one of hundreds of seniors who benefitted from a Providence Health & Services Alaska-supported immunization program. Providence volunteers donate their time each year to make sure seniors in care centers throughout Anchorage get the flu and pneumococcal vaccines they need to keep them healthy.

Nursing student Evinette Sexton prepares Horizon House resident Pauline Carroll for her flu and pneumococcal vaccines. The program provided roughly $7,000 worth of vaccines to nearly 400 elderly residents.

Compassionate service: Providence Seward Medical & Care Center chaplain Duane Chase and staff volunteer Patti Foldager host a weekly “Table of the King” soup and bread meal at two of their office locations. The money they raise through donations helps provide much-needed prescriptions for needy patients in their community.

Sending them home safely: Kristen Wouk and her newborn son, Ari, snuggle in the Newborn Intensive Care Unit at The Children’s Hospital at Providence in Anchorage. Ari was born with a medical condition that requires him to have a specially designed car seat in his first months. Providence, through its Safe Kids program, provided the seat so that the Wouks could take their son home earlier.

Mom holds Ari’s little feet in her hands.
Providence Health & Services Alaska, Residency program, with support from

Thanks to the Alaska Family Medicine Residency program, which is supported by Providence Health & Services Alaska, Dr. Tuomi was able to do just that.

Christina Tuomi, MD, a lifelong Alaskan, chose Alaska as her first choice for her residency and future employment. The Alaska Family Medicine Residency program helped her prepare for a medical career in her home state.

Know your numbers: The Know Your Numbers program at Providence Valdez Medical Center’s Sound Wellness Alliance Network (SWAN) helped launch a community-wide effort to improve health through better eating and exercise. The free annual screenings measure such vital information as blood glucose, cholesterol levels, body mass index and waist measurements. The $100,000 program, funded by Providence Health & Services Alaska, helps some 100 community members each year. Here, Mo Radotich (left), director of ancillary services at Valdez, and Colleen Price, SWAN coordinator, demonstrate the measurements they take.

Alaskan advantage

RESIDENCY PROGRAM TOPS AT RETAINING IN-STATE DOCTORS

Emily Bos, MD, and Christina Tuomi, MD, knew they wanted to practice medicine in Alaska. As born-and-raised Alaskans, they’ve long touted Alaska as a great place to live.

“Alaska is Alaska,” says Dr. Tuomi, as if that explains it all. “When you grow up here, you just have a different perspective on things.”

Thanks to the Alaska Family Medicine Residency program, with support from Providence Health & Services Alaska, both of these Anchorage women will be practicing medicine in Alaska permanently. It’s one of the goals of the residency program – keeping talent in state and serving the remote communities of Alaska.

“I chose Dillingham because I spent a rotation there and really liked it,” Dr. Tuomi says. “Practicing family medicine in a rural place is exactly what I envisioned.” She looks forward to establishing lasting relationships with her patients and following them through all aspects of their health care.

Likewise for Dr. Bos: She is heading to Juneau to work in a smaller community with a need for committed medical professionals.

Providence Health & Services Alaska spent nearly $71 million in programs to support communities throughout Alaska in 2013. Of those dollars, $5 million are invested in the residency program.

“We couldn’t do it without Providence’s support,” says program director Harold Johnston, MD. One benefit of offering a residency is the opportunity to train (continued on next page)

Tending to teens

NEW COVENANT HOUSE CELEBRATES 25-YEAR MILESTONE

The slogan at Anchorage’s new Covenant House Youth Engagement Center reads, “Our House is Full.” On a recent morning as young adults bustled about, employees tracked charts and phones rang constantly, those words seemed aptly put.

“We’re here to serve you — that’s our mission,” says Alison Kear, executive director of Covenant House, which opened its newly built doors in August 2013 but has enjoyed support from Providence Health & Services Alaska for the past 25 years. The $24-million center is well-lit and airy. At 40,000 square feet, it replaces the former run-down, overcrowded 10,000-foot facility. There’s a recreation area, chapel, lodging for up to 60 residents, exam room, activity room and even two nap rooms, which offer immediate solace to those in dire need.

Covenant House addresses some of the most critical needs of those ages 13 to 20, paramount among them being basic health care. “We’re shifting to a culture of wellness, whereas before we had a health closet,” Kear says, standing by a spacious exam room that looks like one at any other doctor’s office. “We have had people with leukemia, cancers, and there’s no medical respite for kids in our community.”

Melanie Pergiel, ANP, greets her next appointment, 20-year-old Devin Rohrer, who has depended upon Covenant House to help him figure out his life. Youth like Devin receive wellness exams, flu shots and other needed care and are educated on how to get into the health care system.

Devin’s not alone, Kear says. In 2013, Covenant House provided 8,683 bed nights, handed out 1,725 sack lunches and served more than 2,500 youth. Covenant House also runs Rights of Passage for homeless males and females ages 18 to 20, Passage House, for pregnant women, single mothers and their children; and a drop-in center/street outreach team, which seeks out those in need.

Providence has been alongside Covenant House’s growth. In 2013 Providence provided more than $50,000 in opening expenses and pledged $300,000 in operating expenses to be distributed to Covenant House over the next three years.

It’s critical funding, Kear stresses, and it shows that Providence shares Covenant House’s commitment to caring for the vulnerable. Often their clients have aged out of the foster-care system and have nowhere to go. Sometimes they are youth with mental-health issues or runaways escaping bad home lives. Whatever their problems, she says, Covenant House is there to help.

“Sometimes these people are with us for just a short time, “Kear says. “We have to take advantage of that moment with a young person, to educate them, help them learn something. We’re always trying to move that youth forward.”
Know your numbers

VALDEZ SCREENING PROGRAM HELPS CITIZENS MAKE HEALTHY CHOICES

It always helps when your jeans fit a little looser or jogging through the neighborhood feels a bit easier than it did a few weeks before. The folks at Providence Valdez Medical Center’s Sound Wellness Alliance Network love to hear success stories such as these. In the past few years, SWAN has taken its Healthier You message one step further. Thanks to a partnership with Providence Health & Services Alaska, SWAN now provides Valdez residents with the hard data they need to help them make healthier choices every day.

“SWAN offers biometric screening as part of our main program called Healthier You,” says Colleen Price, SWAN coordinator. In 2013, Providence employees screened more than 500 people at an approximate value of $250 per screening.

“The value of this one program is worth more than SWAN’s entire grant from Providence of $100,000,” Price says, pointing to the tremendous community benefit of that original contribution.

What is biometric screening and what exactly can it tell a person? A typical screening starts with volunteer screeners who administer blood glucose tests on screening participants and measure their blood pressure, cholesterol, weight, body mass index and waist measurements. This “Know Your Numbers” benchmark provides the information that can encourage people to make healthy changes.

“So many of us today struggle with our health,” Price says. “SWAN recognizes the challenges and offers this program free for everyone. We are there not only to screen people but to listen to and support people.”

Through Providence’s Mission of compassion, people in Valdez are being cared for and watched over, one number at a time. “I love being able to say ‘great job’ when someone has changed even one number. I give them a high five,” Price continues. “That’s all it takes sometimes to show we really care.”

Since its inception four years ago, the biometric screening program has helped people lose weight, eat better and stave off serious diseases, such as diabetes. By using the biometric numbers, Healthier You is able to offer other wellness programs, such as fitness classes, weekly weigh-ins, educational sessions and nutrition classes. The program has taken off.

“It’s a full package, and we do it with community partners, such as the City of Valdez Parks and Recreation and the Prince William Sound Community College,” she says. “This program alone can’t make a difference but, with our partner organizations, we can change the lives of our community members together."

SWAN’s goal, with Providence’s support, is to continue biometric screenings for those who want to know their numbers. Those numbers, says Price, are “the starting point for all that we do. The ultimate goal is to change lives and to empower our citizens.”

Drs. Bos and Tuomi are finishing their final year of residency by working at the Providence Family Medicine Center. They’re not surprised at the program’s success. Residents take part in one-month rotations at remote locations, receive training to better understand different cultures, and get to meet specialists in many different fields.

All of these opportunities help residents create connections to the state. No matter which state the residents come from – Arkansas to Wyoming or even right here in Alaska – the goal of the program is the same: to train skilled, compassionate medical professionals who will serve the needs of Alaskans.

“It’s an awesome place to grow up, and now it’s going to be an awesome place to work,” says Dr. Bos.
In times of crisis, nothing is more comforting than human contact – the stroke of a hand, a reassuring embrace, a kiss on the cheek. But sometimes the cold touch of medical technologies can provide critical care to those in need.

Providence Health & Services Alaska, recognizing the importance of both, created electronic connections to its more remote locations to be there as back-up. In 2013, it added its most recent connection, the eICU, to Cordova Community Medical Center. The two-way video and audio system joins health care providers in Anchorage with providers in remote locations, 24 hours a day, seven days a week. If a Cordova care provider has questions, he or she can simply connect to eICU and get immediate help.

The goal, says Sean McCallister, critical access hospital operations administrator, is simple: “It’s really designed to get each patient the right care at the right time.”

From Cordova, the electronic connection is made via a cart that can be moved from room to room and plugged in. In Anchorage, a medical professional monitors a bank of computer screens, which provide video access to a patient and track vital signs and other information so that those in Anchorage can “examine” the patient from afar.

Anchorage nurse Joan Marie Callens, RN, remembers the first time she received a critical call from Cordova concerning a patient who was in a life-threatening situation.

“The nurses asked, ‘What do I do next?’” Callens says. She guided the nurses through each step, reassuring them along the way.

The Cordova staff was well-qualified and able to do the work, stresses Sharon Compton, eICU coordinator. It’s just that they get so few emergencies it’s comforting to have a second set of eyes.

Theresa Carte, administrator at Cordova Community Medical Center, says the eICU has eased the workload of care providers. While nurses are always on-site for immediate help, patients’ primary care providers might need to rest or go home after a long day. They can turn over patient monitoring to the eICU, which can, with the click of a button, virtually enter patients’ rooms, monitor vitals, and zoom in to check skin tone and more.

“For the provider to go home and know there’s a doctor watching over the patient – it’s a relief,” Carte says.

Again, says McCallister, the intent is to make health care the best it can possibly be. An electronic screen can never replace patient-to-provider care, but it can help reduce costs and ease patients’ fears.

The money Providence committed to the project – $75,000 in startup and installation and a yearly $40,000 monitoring fee – is already paying off. Carte says that between April and December 2013, there were 16 calls to the eICU that Cordova providers thought might result in medevacs to Anchorage. “Eleven of those ended up being able to stay here,” she says.

Those are the results that Providence Health & Services Alaska embraces. Servings all communities, one patient at a time and delivering the right care at the right moment exemplifies the Providence Mission of compassionate care.

## 2013 Providence boards and councils

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- James Blasingame
- Pat Branson
- Douglas Capra
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- Steve Smith, MD
- John (Chris) Swalling
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- Mark Korting
- Richard Mandsager, MD, chief executive, PAMC
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