



2024 Impact Report



A Message to Our Community

As we reflect on 2024, we are deeply grateful—for your trust, your generosity, and your unwavering belief in a healthier, stronger community.

This past year marked a season of growth, innovation, and impact. You partnered with us, Memorial Foundation and MultiCare Yakima Memorial Hospital, to remain focused on one shared purpose: improving the care experience and overall well-being of every person we serve, at every stage of life.

Your support made it possible to move from vision to reality.

In 2024, Yakima Memorial Hospital advanced care across the Yakima Valley by expanding access, enhancing services, and investing in the future. Our region's first Indigo Urgent Care and MultiCare Occupational Medicine clinic opened, serving over 7,500 patients, and a new neighborhood emergency department in Union Gap broke ground. To meet rising demand, we grew inpatient capacity from 100 to 168 beds, increased Home Health & Hospice access by 15%, and improved imaging availability. These improvements were made possible by a growing team—including 20 new physicians, 10 physician assistants, and 108 registered nurses. We also introduced Epic and MyChart for a more connected patient experience and adopted advanced technologies like robotic surgery and augmented reality tools to elevate the standard of care.

These efforts reflect more than internal innovation—they are a direct response to what matters most to you: access, equity, and excellence in health care.

We also recognize that health extends beyond the walls of our hospital. Through Memorial Foundation, you donated more than \$6.26 million directly supporting programs, services, and initiatives that change lives every single day. This annual Impact Report is filled with stories about how your generosity fuels care for our neighbors with compassion, creativity, and purpose.

This year showed us—once again—that when we stand together in service of others, we build more than a health care system. We build a legacy of care, rooted in community, driven by innovation, and made possible by you.

With heartfelt gratitude,

Erin Black
Chief Executive Officer

Memorial Foundation

Tammy Buyok
President

MultiCare Yakima Memorial Hospital



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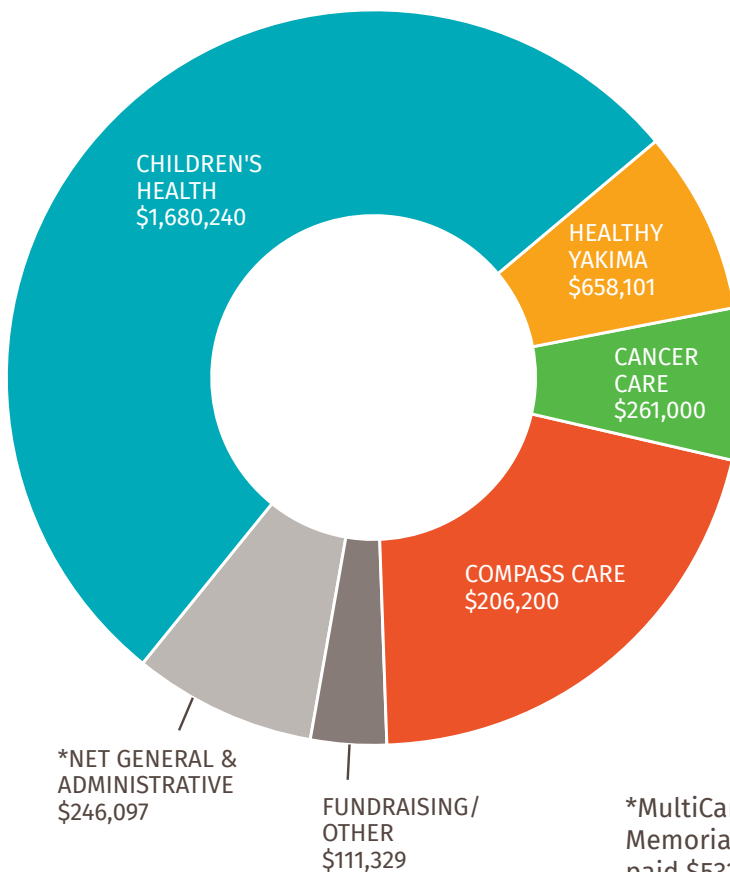
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YOUR IMPACT FY 2024



*MultiCare Yakima Memorial Hospital paid \$532,533 of additional general and administrative expenses on behalf of the Foundation. These expenses are recorded on the statement of activities (audit).



Benefiting



Every day, generosity shines through in the simplest ways – like rounding up a total at checkout or adding a dollar to a purchase. In 2024, those small acts of kindness added up in a big way, raising more than \$1.3 million through Children's Miracle Network Hospitals! Thanks to the support of our incredible corporate partners and their customers, local kids and families receive life-changing care right here at Yakima Memorial Hospital.

Every dollar raised across Central and Southeast Washington supports vital programs and services in the Family Birth Center, Maternal Health Services, Neonatal Intensive Care Unit, Pediatric Unit, and Children's Village. Together, we are ensuring that every child has access to the care and support they need to grow, heal, and thrive.

The next time you visit a CMN Hospitals partner, know that your generosity – no matter the amount – makes a difference. Thank you for believing in the power of community and the future of our children!



In 2024, car dealers and realtors across the Yakima Valley supported our smallest patients by hosting Keys for Kids campaigns. For every sale, participating partners made a donation through CMN Hospitals to ensure a healthier future for local kids cared for at Yakima Memorial Hospital and Children's Village.

Memorial Hospital and Children's Village.

If you're a local vehicle dealer, real estate agent, or any industry partner involving a key, and want to help make a direct impact on the health and wellbeing of kids in our community, contact us about participating in the Keys for Kids program.



Raising more than
\$1.3 million
through **CMN Hospitals**



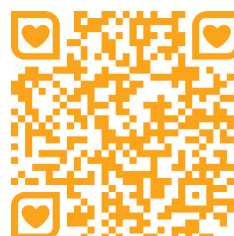
Meet Our 2024 Children's Miracle Network Hospitals Champion: *Zane*

When his parents noticed that Zane struggled with rolling over as a three-month-old infant, they turned to the hospital where he was born, Yakima Memorial Hospital, to examine a bulge on the left side of his body. Zane was diagnosed with hydronephrosis, a urinary tract condition where one or both kidneys swell. Because of his condition, Zane developed an infection that led to sepsis and he coded for nine minutes. Zane's legs and some fingers were amputated due to the lack of oxygen circulating through his body. During this critical time, Zane and his parents spent 83 days in specialized pediatric hospitals. In order to return home to the Yakima Valley, he was required to receive follow-up care from a specialized pediatric outpatient care facility. This is where Children's Village came in. Children's Village, a collaborative pediatric outpatient care facility between Yakima Memorial Hospital and partner

agencies, has an occupational therapist with specific amputee experience and a supportive team of physical and speech therapists who work collaboratively and creatively to provide the services needed. At Children's Village, Zane and his family participated in the Birth to Three program, Parent to Parent programming, and occupational, physical, and speech therapies. Now four years old, Zane's hard work at physical therapy helped him take his first steps with his prosthetic legs.

Through your generosity, Zane is making movements forward step by step to reach his fullest potential.

Scan the QR code to witness the impact your support has on patients like Zane.



1,155 kids cared
for at the in-patient
**Pediatrics
Unit**

12,160 patients
served at
**Children's
Village**

240 babies
treated at Yakima
Memorial's
Level III NICU

2,520
deliveries at
**Family Birth
Center**



expanded medical specialty wing. "My husband and I watched the echo in real time with the ultrasound tech, as did Dr. Hulse next door from his office," Kayte recalls. "It was so convenient to meet with the doctor immediately after the echo. Payten's heart is developing normally - as the

valve grew, the leak closed on its own. This entire experience at Children's Village really put my mama heart at ease."

Payten turned one-year-old in March, and he loves to watch and try to join anything his two older brothers are up to.

Children's Health

After a relatively easy pregnancy and a planned C-section for delivery, Kayte never expected to hear 'Your son needs to be evaluated at the NICU' moments after her son Payten was born. He was quickly transported from the fourth-floor Family Birth Center to the third-floor Neonatal Intensive Care Unit (NICU) for a specialized assessment and compassionate care. Following 6-hours of observation, he received a clean bill of health and returned to the Family Birth Center to be held by his mom for the first time.

Months later Payten's pediatrician detected a heart murmur and referred him to Children's Village for a local echocardiogram. The cardiology team determined the heart murmur was resolving. However, a small leak in the mitral valve required follow-up appointments with Dr. Hulse, the pediatric cardiologist at Children's Village.

Payten was among the first to use Children's Village's



"It's not lost on me that between Payten's visit to the NICU and his follow-up care at Children's Village our family would have spent a significant amount of time in Seattle for appointments if those services weren't available here locally in Yakima – we are eternally grateful" Kayte shares.

Your passion for Children's Health ensures that families in our community have access to the specialized care their children need, keeping families close to home during critical times eliminating the burden of traveling out of town.



YOUTH

— WORKS —

It's no doubt you've experienced the incredible power of collective action as students across the Yakima Valley join together through the YouthWorks Pageants to support pediatric programs and services at Yakima Memorial Hospital and Children's Village. Since 1997, more than 2,000 high school students representing 10 local high schools have collectively raised more than \$1.9 million for our community's smallest patients.

2023-2024 YouthWorks Pageants Totals:

- Mr. East Valley: \$36,419.16
- Highland's Top Scot: \$6,301.55
- Mr. IKE: \$15,353.71
- Mr. Sunnyside: \$14,599.02
- Mr. West Valley: \$27,582.89

"Being a Mr. East Valley Coordinator has been some of the most amazing times of my life. This experience has taught me leadership, responsibility, commitment, community, and so many other skills. Getting to spend time with my peers and have so many fun experiences together to make an impact on our community is something I will forever be grateful for."

Sami Miller, East Valley High School
4-Year Mr. East Valley Coordinator

"When we tour Children's Village and the NICU, the contestants' eyes are opened. Most don't realize either of those exist. It's no longer about them, but rather the kids and families they are helping."

Craig Lacey, West Valley High School
20-Year Mr. West Valley Advisor

"My experience with YouthWorks has been a significant part of my life. The program has shown me the collective impact of a community and how vital community support is. My participation has been an amazing experience, it has taught me so much about health care, philanthropy, and community."

Jackson Dhane, La Salle High School
4-Year YouthWorks Council Member



YouthWorks
Pageants raised
\$100,256.33

114 students
volunteered **4,680**
hours through
YouthWorks



Healthy Yakima

Last year Loftus Ranches – one of the region’s oldest and largest hop farms – partnered with Yakima Memorial Hospital to host two health fairs for its employees, including domestic workers and temporary agricultural workers on H-2A visas.

“Our team members are our most valuable asset,” shares Alex Munoz, Director of Human Resources at Loftus Ranches. “We couldn’t do what we do without them, and we care deeply about their health and access to health care.”

MultiCare staff and contractors provided bilingual health screenings using portable point-of-care testing devices that measure cholesterol, blood glucose and related lipid levels. After their screenings, participants had the opportunity for follow-up consultations where they received resources and education materials about recommended local providers, nutrition and Yakima Memorial Hospital’s Diabetes Prevention Program.

“It was really convenient that they brought the machines out and came to us,” Rueban explains. “It can be hard to make time for appointments, even when I know it’s important, so I really appreciate this opportunity.”

Loftus team members who didn’t have an established primary care provider were provided resources for local clinics taking new patients.

“It’s exciting to see that health care opportunities in Yakima are being brought directly to our workers at their workplaces,” says Patrick Smith, CEO at Loftus Ranches. “We’re proud to be part of this milestone and hope it becomes commonplace in the agricultural industry.”

In a community that stretches across multiple counties, your support of the Healthy Yakima initiative expands access to care and champions health equity creating a healthier Valley for all.



1,730 health screenings
administered
through community
outreach at **Loftus
Ranches and Fiesta
de Salud**

This project was
awarded by the
MultiCare Health
System with a **CEO
and President's
Award for
strengthening
partnerships**

More than **4,800**
people attended
Fiesta de Salud

**Diabetes
Prevention
Program**
received **276**
referrals and
held **12 classes**
**in English and
Spanish**

Maria attended Fiesta de Salud, Central Washington's largest health event bringing access and resources to the most vulnerable and underserved individuals in our community, for a free health screening and discovered she has high blood pressure and is prediabetic. Unfamiliar with these conditions, Maria was invited to learn about Yakima Memorial Hospital's CDC-accredited Diabetes Prevention Program (DPP). This year-long program for people at high risk for developing type 2 diabetes focuses on equipping participants with the tools and knowledge they need to halt the progression of the disease. DPP uses health education, behavior modification, and lifestyle change as the foundation for prevention. Maria's particular cohort is Spanish-speaking and composed exclusively of others referred through Fiesta de Salud, creating a supportive, understanding community where she's not alone.

"The program has helped my family and me make small changes, like watching calorie and fat intake, which are already making a difference," Maria shares

Maintaining good health begins by ensuring everyone can access the tools and resources necessary to improve their health and wellbeing, regardless of their ability to pay. Your support of the Healthy Yakima initiative provides scholarships that cover financial assistance for enrollment in this life-changing program.



More than 12 percent of Yakima County adults have a diabetes diagnosis, which is 25 percent higher than the state average. Diabetes can lower life expectancy by up to 15 years.

Cancer Care

The Helping Hands fund at MultiCare Cancer Institute at North Star Lodge supports emergent financial needs that could otherwise prevent patients from receiving oncology care.

"It might not seem like much, but little things like helping with a utilities bill or a gas card ease financial concerns, and that's a big thing when you're going through cancer treatments," says Marcus, a North Star Lodge patient.

Marcus initially had several skin cancer spots identified by his dermatologist, and his treatment plan to remove the cancer was straightforward. Now, five years later, due to his genetic makeup and other circumstances, his cancer evolved, and after surgery and radiation, his oncologist recommended a year-long course of chemotherapy.

As the chemotherapy treatments progressed over the last year, Marcus found it difficult to continue to work full-time. His North Star Lodge social worker helped him access the Helping Hands fund, and his utility bills were covered for two months.

"I sincerely hope I can give back even a little bit of what I've received," shares Marcus. "I am very thankful and feel very lucky."

Your support of Cancer Care bridges the gap and provides relief, courage, and strength for our neighbors experiencing a life-threatening cancer diagnosis.



187 patients
received assistance
from the **Patient
Assistance Fund**

\$36,663 dollars
distributed

1,554 patients
served through
**Home Health &
Hospice and
Cottage in the
Meadow**

Compass Care

When Jean unexpectedly lost her husband, Rod, of nearly 40 years, she wasn't sure a grief group was for her. But joining Yakima Memorial Hospital's Home Health & Hospice Bereavement Program changed her mind. "The meetings are safe and comforting," she says. "I realized I'm not alone, and what I'm going through is normal."

Through your generous support, the Bereavement Program offers ongoing support to families for 13 months after a loss, with grief groups, personal check-ins, and community events. Grief groups meet for 10 sessions over the course of eight weeks. They're offered in both English and Spanish and facilitated by a bereavement counselor and trained volunteers who help guide conversations, provide support, and can offer other grief and loss resources.

"I didn't realize until I was there how much I needed the understanding of others who are walking this road along with me," Jean shares. "I also hadn't known how many valuable resources existed to better understand grief. The group brought a sense of camaraderie, and over our sessions, we've become more than acquaintances. Through laughter and of course tears, and the thoughtful guidance of the facilitators, I've found great solace and healing."

Your commitment to Compass Care empowers patients and their families with compassionate care as they navigate their journeys toward, during, and following final goodbyes.





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Mission Partner

Don Miller, CEO Gesa Credit Union, comments on the continued Mission Partnership between Gesa Credit Union and Memorial Foundation:

"The last seven years of partnership with Memorial Foundation reflects our shared commitment to positively impacting the communities we serve. We're grateful for the opportunity to support health care initiatives and, through our combined efforts, achieve goals that build a healthier and more vibrant Yakima Valley for all."

Gesa Credit Union became Memorial Foundation's first Mission Partner in 2018 with its gift to support the Foundation's four initiatives: Children's Health, Healthy Yakima, Cancer Care, and Compass Care. In 2024, Gesa extended the partnership for a multi-year term to further impact areas of wellbeing across the entire lifespan, from birth through end-of-life care and every journey in between.



Gesa
Credit
Union