



**PeaceHealth
Peace Island Medical Center**

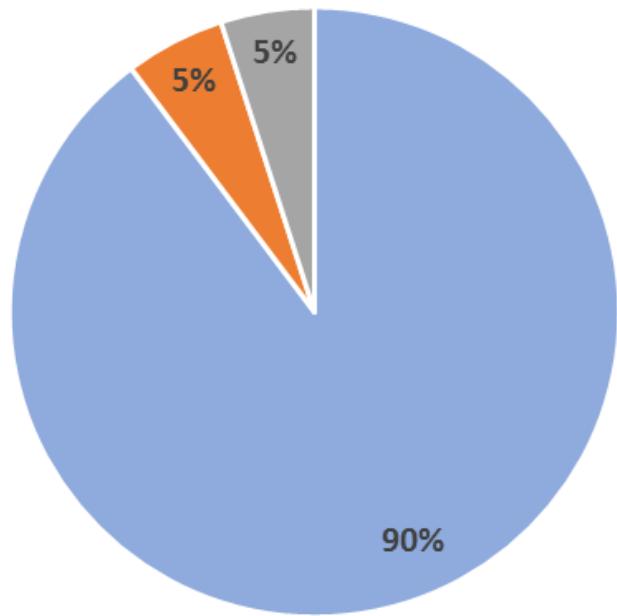
PeaceHealth- Peace Island Medical Center – 8/23/17

Reporting Period for 1/1/17 to 6/30/17.

Semi-Annual Report to San Juan County Public Hospital District #1 Board of Commissioners.

Number of Patients Served								
	2014		2015		2016		2017	
	Jan-Jun	July-Dec	Jan-Jun	July-Dec	Jan-Jun	July-Dec	Jan-Jun	July-Dec
a. Clinic Visits:	4,281	4,340	5,387	5,993	6,223	6,386	6,459	
b. ER Visits:	1,227	1,778	1,492	1,769	1,584	2,008	1,595	
c. Inpatients and observation patients:	61	95	91	82	121	95	72	
d. Imaging exams (all modalities):	2,401	2,975	2,960	4,140	4,038	4,189	3,673	
i. Radiology (X-ray, CT, DEXA, EKG, Echo, Vascular studies)								
1) Inpatients:	90	70	102	82	78	79	31	
2) Outpatient:	2,021	2,576	2,463	3,070	2,846	3,205	2,835	
ii. Ultrasound								
1) Inpatients:	1	2	3	5	1	2	3	
2) Outpatient:	212	247	314	322	476	441	414	
iii. MRI:	77	80	78	75	85	91	66	
iv. Mammography					586	552	371	324
e. Laboratory tests:	12,369	14,292	14,833	16,148	17,666	17,523	17,023	
f. Surgeries/outpatient procedures:	202	138	160	164	157	182	193	
g. Cancer Care and Specialty Center:	470	598	582	551	587	469	579	
h. Urgent Walk In Care	13	148	64	51	44	158	402	

January to June 2017 Patient Origin



■ Friday Harbor ■ Other San Juan ■ Outside San Juan

As shown in this chart of patients by zip code 98250, 90% of the patients served at PIMC are district residents during the winter months. Five percent of the patients are from other zip codes in San Juan County and 5% are from outside of San Juan County. Seasonal variation is reflected in Emergency Room visits, noting an increase in lower acuity walk in care in the ED for San Juan Island residents.

1. Health care services provided

- Emergency care is provided to District residents and visitors 24/7, 365 days a year in the PIMC Emergency Department (ED).
- Low acuity walk-in care in the ED is triaged at any time of day or night. Same day urgent care is available in the primary care clinic by appointment during regular business hours and patients are informed of the availability of available clinic appointments if they present to the ED with low acuity complaints. The number of emergency care visits triaged as low acuity over the past six months increased by 244 patients with a total of 402 patients who were triaged with lower acuity walk in charges in our Emergency Department.
- PIMC is designated a level IV trauma center demonstrating the capability to provide advanced trauma life support to patients in need prior to transferring them to a higher level trauma center, where they will arrive evaluated, stabilized, and diagnosed by our caregivers. In addition to providing these services, a level IV trauma center must have a trauma nurse and physician on site upon patient arrival and 24-hour laboratory coverage.
- PIMC provides comprehensive emergency care, as well as island-appropriate admissions to our inpatient unit. Both allow patients to stay in their community for hospital stays. These inpatient admissions are supported by 24/7 hospitalist care and discharge planning.
- Behavioral health and/or assault crisis care is available in collaboration with community law enforcement, PH LCSW and Compass Health Designated Mental Health Professionals. PIMC ED staff provides safe, compassionate, quality care to evaluate, hold and transfer these patients when it is necessary to send them out of the community for extended care.
- There are still three adult SANE (Sexual Assault Nurse Examiner) registered nurses on staff at PIMC. These RNs will work in collaboration with the community in the creation of a Sexual Assault Response Team.

a. Primary Care with PeaceHealth Medical Group:

- Family Medicine and Internal Medicine clinic appointments are scheduled Monday through Friday from 8:00am to 5:00pm. Each PIMC primary care provider provides same day access appointment slots for urgent care on a daily basis. This allows for daily accommodation of up to 20 patients for same day urgent care Monday through Friday during clinic business hours.
- Available services include comprehensive Family Medicine and Internal Medicine clinic services, Coumadin monitoring, diabetic education, integrated behavioral health case management and telepsychiatry consults.

- PIMC primary care providers work in collaboration with the San Juan County Health Department providing CDC reporting, Women’s Infants and Child Care programs, newborn care and in the promotion of increasing immunization rates by encouraging “Community Immunity.”
- Our primary care providers also work in collaboration with Life Care of the San Juan Islands providing weekly direct patient care to Life Care residents while they are staying in the skilled nursing facility (SNF).
- To address the needs of vulnerable populations at home, our primary care clinic has developed a home visit schedule with our ARNP, Mallory Brown.
- Case management of our high risk chronic disease patient population includes a clinic nurse blood pressure clinic. Free blood pressure cuffs and glucometers are available to those patients who cannot afford their own equipment for home monitoring.
- Patients may also take advantage of My PeaceHealth—PeaceHealth’s online patient medical record access program. Our clinic providers make it easy to connect with their patients using My PeaceHealth email messaging, appointment scheduling and printing of lab results and correspondence after each appointment. In person My PeaceHealth assistance is available.

b. Tele-Psychiatry and Integrated Behavioral Health Services in Primary Care:

- Tele-Psychiatry is an innovative cutting edge approach to behavioral care and is provided at PIMC twice a week offered through the University of Washington and PeaceHealth Medical Group. This service includes a standard psychiatric clinical interview, assessment and medication consultation for the primary care provider. The consulting psychiatrist may make medication recommendations for consideration by the prescribing primary healthcare provider. The telepsychiatry service has served 135 patients during this reporting period.
- Integrated Behavioral Health services are available in primary care provided by our Behavioral Health Consultant (BHC). This service provides patients in the primary care clinic and emergency department the opportunity to receive integrated behavioral health services in coordination and alignment with their primary care medical services. This service includes behavioral screening, crisis intervention, primary care consultation, brief intervention and rapid referrals for follow up care. There were 303 patients scheduled with the BHC during this reporting period.

- Clinical Screening Instrumentation used by our Integrated Behavioral Health in Primary Care program for every patient are universal evidence based assessment instruments that include SBRIT (Screening, Brief Intervention, Referral to Treatment), PHQ-9 (Depression/suicidality), GAD-7 (anxiety), SF-36 (Psychiatric screening), SASSI (Chemical Dependency).
 - Behavioral Health follow up care provides the best outcomes for patients after receiving psychiatric and or behavioral health services and is conducted through appointments with the Behavioral Health Consultant in the clinic or by telephone. Follow up care may take many forms, from a return visit with the psychiatrist or brief consultation with a behavioral health consultant, case manager in primary care, or advocate to a referral for a more structured program of behavioral services such as individual personal counseling, assessments, family therapy, or therapeutic or personal development programs. Behavioral health follow-up services support the goals of total patient care and treatment coordinated through the patient's primary care provider.
- c. **Visiting specialty medical care** continues at PIMC for patient convenience and care continuity. A visiting specialist calendar is offered monthly by both private, community-based practitioners and PeaceHealth Medical Group employed providers:
- The monthly visiting specialists continue and include:
- OB/GYN – Robert Prins, MD, and Nadine Burrington Foist, MD, of Fidalgo Medicine in Anacortes continue to provide routine prenatal care services to San Juan County patients two full days each month at PIMC. These OB/GYN providers are in private practice and offer GYN surgical consult and procedures and labor and delivery services at Island Hospital in Anacortes.
 - Visiting cardiologists from PeaceHealth Medical Group are in the clinic two days a month, on the first and fourth Friday, and will expand their care by offering a tele-cardiology follow-up program for post-surgical patients.
 - Oncology is provided by PeaceHealth Medical Group provider Dr. Robert Raish. Dr. Raish started at PIMC in January and travels to PIMC every Monday to treat patients. Follow up appointments and follow-up cancer survivorship services are provided by PeaceHealth via tele-health equipment.
 - David Olson, MD, is a private practitioner from Bellingham in his 8th year of providing monthly, on-island ear nose and throat (ENT) care.

- Telepsychiatry is offered weekly by Mark Newman, MD, of UW Medicine Psychiatry Department. Dr. Newman offers consultations every Tuesdays with a referral from the patient's primary care provider. Rita Kostelik, Psychiatric/Mental Health Nurse Practitioner, from Peace Health Medical Group in Bellingham has added an additional afternoon each week for telepsychiatry appointments.
 - Pediatric consultation and pediatric behavioral health referral evaluation is offered monthly by PeaceHealth Medical Group physician, Steven Ban, MD.
- d. **Outpatient surgical services** continue to be scheduled at PIMC. Endoscopy, colonoscopy, orthopedic and other outpatient general surgery procedures are scheduled monthly. PIMC has invested in state-of-the-art equipment to advance outpatient surgical services.
- Orthopedic surgical consults and outpatient procedures are provided by PeaceHealth Medical Group physician, Jeffery Krusniak, DO. Dr. Krusniak is scheduled once a week along with one surgical day a month.
 - Gastroenterology consults and GI outpatient procedures are offered monthly by Friedrich Loura, MD, a private practice provider, and PeaceHealth Medical Group visiting specialist, Dana Stiner, MD.
 - A range of outpatient general surgical procedures are offered at PIMC by private practice general surgeon, Michael Pietro, MD, of Bellingham. Dr. Pietro has provided outpatient surgeries such as laparoscopic cholecystectomy (gall bladder removal) and open hernia repair, vasectomy, hemorrhoid repair, port placement and complicated lesion removal.
 - Dr. Robert Williams of Friday Harbor has hospital privileges to perform outpatient procedures as needed.
- e. **Telemedicine specialty consultations:** PIMC has interactive video conferencing equipment that is used to provide specialty consultations and individualized treatment plans for psychiatry and oncology in collaboration with community providers in San Juan County. Specialty tele-consult services in cardiology, social services, and crisis behavioral health care are available. The NW Washington, SE Alaska Telehealth Network provides connectivity to Orcas, Lopez, Shaw, San Juan Island and all the other PeaceHealth facilities in NW Washington and SE Alaska for training, continuing education and staff development in partnership with San Juan Island EMS,

f. **Diagnostic imaging services.**

- New policies and procedures are in place in response of the new Radiation Protection – Computed Tomography WAC 246-226. A new Radiation physicist service that standardizes radiation safety efforts include:
- Standardized radiation dose monitoring to lower doses to caregivers and patients.
- Standardized education has been provided for all technologists and OR staff nurses that work around the C-Arm. Several new Caregivers who support imaging procedures have been trained and oriented to the imaging department at PIMC.
- A new radiolucent step has been ordered to more safely image patients who need orthopedic “standing feet” x-rays.
- State-of-the-art imaging equipment includes a 64-slice Computed Tomography (CT) with the upgrade to the NEMA XR-29 standard known as ‘MITA Smart Dose’ in September 2015. The XR-29 standard upgrade includes features of the CT that enable management of radiation dose delivery while also providing high quality medical images.
- Digital diagnostic radiography, mobile fluoroscopy for trauma and surgery, is available 24/7. General ultrasound with limited vascular and endocardiography is provided four days per week. Mobile full body and neuro MRI service is offered twice a month.
- Bone densitometry, providing advanced body composition and atypical fracture assessment, is available daily as needed.
- EKG/treadmill is provided daily as needed.
- Digital mammography is available every Tuesday.

- a. **Diagnostic medical lab service.** The first half of 2017 has marked the transition of our PIMC lab from Peace Health Laboratories to Quest Diagnostics. The official date of acquisition was May 01, 2017. At our CAH location the lab staff have been re-designated as Peace Health employees, while the supervisor has transitioned to Quest employment as part of their Management contract for Peace Health Hospital laboratories. All lab operations onsite have remained unchanged, including our current instrumentation and test menu. Several stages of the send out and supply procurement processes are still in progress. Patient care in our community has remained relatively unaffected, save a handful of scenarios of redraws needed due to changed minimal test requirements at the new Quest reference lab.

b. **Professional Pharmacy services** are staffed by a specially trained licensed local full-time Pharmacist Lead and a full-time Pharmacy Technician Lead and are supported by the Director of Pharmacy Services and afterhours by the Pharmacy Team at St Joseph Medical Center. The Pharmacist Lead has just completed her fifth year and the Technician Lead has just completed her fourth year working at Peace Island. A local *per-diem* pharmacist and pharmacy technician are also part of the experienced team. Currently PIMC is recruiting an additional *per diem* pharmacy technician. PIMC pharmacy collaborates with all of the hospital departments and is an integral component in clinical and quality improvement. The Pharmacist Lead participates in the Hospital Quality Meetings, System Formulary, Multidisciplinary Shared Governance Meetings, Case Reviews, and is a member of the Medical Executive Committee. The pharmacist frequently rounds with the physicians on our inpatient unit to discuss pharmacological therapies and interactions. The pharmacists offer consult services for patients in the clinic, Emergency Department, OR, and Cancer Care Center. On discharge, a pharmacist meets directly with patients and provides information regarding discharged medications. The PIMC pharmacy is an asset to San Juan County as they continue to ensure that many biologics and emergent HIV post exposure prophylactic kits are available to our community twenty-four hours a day, seven days a week in the Emergency Department. PIMC Pharmacy has recently reminded local dental offices, physicians, nurses, and the San Juan County Health Department that PIMC Pharmacy has these medications at all times. In addition, PIMC's pharmacy once again is listed as a resource in the Washington State Department of Health Emergency Biologics 2017. Collaborating with the San Juan County Health Department, PIMC Pharmacy maintains the integrity and supply of vaccines for our community. In the 2016 – 2017 flu season, the PIMC pharmacy dispensed over 900 doses of influenza vaccine for our community members. In June 2017, the Pharmacist Lead received specialized training for updated sterile compounding and hazardous drug regulations. The pharmacy is currently undergoing an extensive remodel of the sterile compounding and hazardous drug storage areas to comply with State and Federal Regulations. This education and remodel increase safety for our patients and caregivers. PIMC Pharmacy has been one hundred percent compliant with drug purchasing meaning that the medications that are ordered are within our contract and that translates to reduced overall cost. To date, PIMC Pharmacy has returned fifty-five styro-foam drug shipping containers directly to our wholesaler. This procedure is good stewardship, reduces our cost of disposal, and is great for our northwest environment. When pharmacy discovered that some community members are unable to purchase digital thermometers to measure their children's temperature, the pharmacy asked the Peace Island Volunteers who then stepped up to purchase them and now pharmacy can give these to families in need who visit the Emergency Department, Clinic, and Cancer Care Center contributing to community wellness.

Peace Island Volunteers – Peace Island Volunteers are a dedicated group of over 100 men and women who come together to support patients, families and caregivers at PIMC. Peace Island caregivers are indebted to our volunteers for their generosity, genius, creativity and dedication. An overview of the 2017 activities of the Peace Island Medical Center Volunteers is included with this report.



Number and Type of Clinical Providers

- g. **Primary Care practitioners in clinic** – There are five members of the PeaceHealth Medical Group team of primary care providers working at PIMC: Rachel Bishop, MD, board-certified Family Practice physician and Family Practice Medical Director; Susan Mahoney, MD, board-certified Family Medicine, and Chief of Staff; William Gunderson, MD, board-certified Internal Medicine physician, Hospitalist Director, and Mallory Brown, ARNP, Family Practice, provides primary and pediatric patient care five days a week and will begin a home visit schedule for patients who require special case management follow up in the Fall of 2017. Recruitment continues for a permanent new primary care provider in the clinic. Clinic and hospitalist duties have been covered by locum tenens physician Shawn Vainio, M.D during this reporting period.
- h. **Emergency Department practitioners:** All physicians who treat patients in PIMC's Emergency Department are board certified in Emergency Medicine. Emergency Medicine physicians include: Michael Sullivan, MD, a permanent resident of San Juan Island who also serves as Medical Director of PIMC Emergency Medicine and as a member of the PIMC Community Health Board; Jim Perez, M.D. serves full time and is also a permanent resident of San Juan Island. Jason Heiner, MD, serves as the UW Medicine Residency Director, Kevin Bowman, MD, and Jena Lopez, M.D. travel to PIMC to provide part-time support of the 24/7 365 schedule. Mark Zarzycki, MD and Wade Henrichs, MD, are scheduled on a as needed basis. Warren Appleton, M.D. retired from PIMC and Emergency Practice in April 2017. Dr. Appleton remains a part-time resident of San Juan Island.

Interviewing candidates for the remaining opening position in the Emergency Department continued during this reporting period. A hiring decision is expected July 2017.

PIMC has expanded the ED medicine residency rotation this year by adding an additional month to the summer program. There will again be six residents moving through this UW Medicine program beginning in June 2017. This a unique opportunity for the UW Medicine residents to experience rural emergency medicine.

i. **Cancer care and specialty services:**

- Our Medical Oncology and Hematology Clinic and Infusion Center is now led by Dr. Robert Raish, MD., Oncologist effective January 1st, 2017. Dr. Raish has over 25 years of experience treating cancer patients. Dr. Raish's clinical research has primarily focused on breast, lung and colon cancer. He comes to Peace Island from Oregon Health and Sciences University (OHSU) in Portland Oregon. Dr. Raish is Board Certified in Internal Medicine, Medical Oncology and Hematology.
- Shannon Harris, RN, OCN, holds a national certification as an oncology nurse and serves as the program coordinator of the infusion center.
- Tele-genetic consultations are now offered for oncology patients who may require it.
- Nutrition counseling is available for oncology patients.
- With the support of the PeaceHealth Peace Island volunteers, the center continues to provide funding for chemo care kits to all our new chemotherapy patients.
- Complimentary therapy services to our oncology and infusion patients continue.

2. Nature and Results of Quality Initiatives

Patient safety remains the focus at PeaceHealth Peace Island. In March and April of this reporting period Peace Island Medical Center underwent surveys by the accreditation agency, DNV, and the WA State Department of Health (DOH). Both surveying agencies reviewed systems and processes around the patient care, infection prevention, quality management, staffing, and the environment of care. The plans for improvement and mitigation measures were approved in April and May 2017 and improvement plans are on track or were completed.

Peace Island Medical Center also received a citation of merit from Premier QUEST for the second year in a row recognizing top performance nation-wide in multiple dimensions, including quality and patients safety.

A report of PIMC Quality results and initiatives for this reporting period which demonstrate a snapshot of Peace Island Care Experience and Care Excellence, as reported to the PIMC Community Health Board are summarized in the following power point:



PIMC Semiannual
Quality Summary_20

3. Patient Experience Indicators

Melissa Morrison, Patient Experience Manager for PeaceHealth, works with PIMC leadership to provide coaching for caregivers to improve patient experience. Compared to national benchmarks PIMC is doing well. Opportunity for improvement includes keeping patients informed of wait times and delays and reception staff friendliness. Peace Health as a system will be providing Service Excellence training Fall and Winter 2017 for all staff. A summary PowerPoint of the PIMC patient experience indicators from January 1, 2017 to June 30, 2017 is included:



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Semiannual PE Sumr

- 4. Financial viability of the operation:** Per the First Amendment to the Subsidy Agreement, dated Sept. 15, 2010, attached is the semi-annual financial report ending June 2017.

PIMC Tax Levy Analysis			
For the 6 month Period Ending June 2017			
Jan 2017 to June 2017 Revenue Accrued [Monies not yet received]			503,890
	Emergency	Family Practice	Total
Total Gross Patient Revenue	1,902,754	1,212,254	3,115,008
Medicare	82,611	57,394	140,005
Medicaid	378,528	136,142	514,670
Commercial and Other Payers	149,847	127,519	277,366
Bad Debt	22,267	11,174	33,441
Charity	3,867	11,483	15,350
Total Deductions	637,119	343,712	980,831
Net Patient Revenues	1,265,634	868,543	2,134,177
Total Operating Revenues	1,265,634	868,543	2,134,177
Expenses			
Salaries	1,657,921	661,889	2,319,810
Benefits	374,096	155,904	530,000
Supplies	34,867	13,750	48,618
Professional Fees	53,763	-	53,763
Purchased Services	-	23,774	23,774
System Fee	185,713	143,303	329,017
Rental/Lease	-	82,413	82,413
Other Expenses	47,324	18,625	65,948
Total Direct Expenses	2,353,683	1,099,659	3,453,342
Operating EBITDA Margin	(1,088,049)	(231,117)	(1,319,166)
Depreciation	21,377	6,451	27,827
Gain/(Loss)	(1,109,426)	(237,567)	(1,346,993)
Sub-Total gain/(loss) After Subsidy and Operations			(843,103)
Other Items:			
PIMC Other Medicare			(446,366)
PIMC Other Medicaid			(638,180)
PIMC Other Bad Debt and Charity			(260,501)
Total amount of gain/(loss) after Subsidy			(2,188,149)

Conclusions of the six-month report:

On healthcare services covered by the subsidy (Charitable Services, Emergency Department and Physician Services) the estimated six-month loss, without the subsidy, is \$2,692,039. With an estimated tax subsidy of \$503,890, the loss is reduced to \$2,188,149.

Total PeaceHealth services provided for the same period, resulted in a margin of \$405,914, or, 4.8% with the subsidy, and, -\$97,976, or, -1.2% without the subsidy.

“1.1.23 Use of District Payments: PeaceHealth shall utilize all payments from the District exclusively for the provision of the following healthcare services within the District: charitable health care services, Emergency Department services and the provision of physician services. “Charitable health care services” shall mean those services described in paragraph 1.1.20, above, including charity care, bad debt and the difference between allowed Medicare and Medicaid rates and the charges for all services rendered to patients covered by Medicare and Medicaid. “Emergency Department services” shall mean those services described in paragraph 1.1.18(2), above, as attributed to the emergency department on the general ledger for PeaceHealth Peace Island. “Physician services” shall mean those primary care physician services described in paragraph 1.1.18 (1), above, as attributed to physician services in the general ledger for Peace Island Hospital and for the PeaceHealth Medical Group- San Juan Island.”