



PeaceHealth
Peace Island Medical Center



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

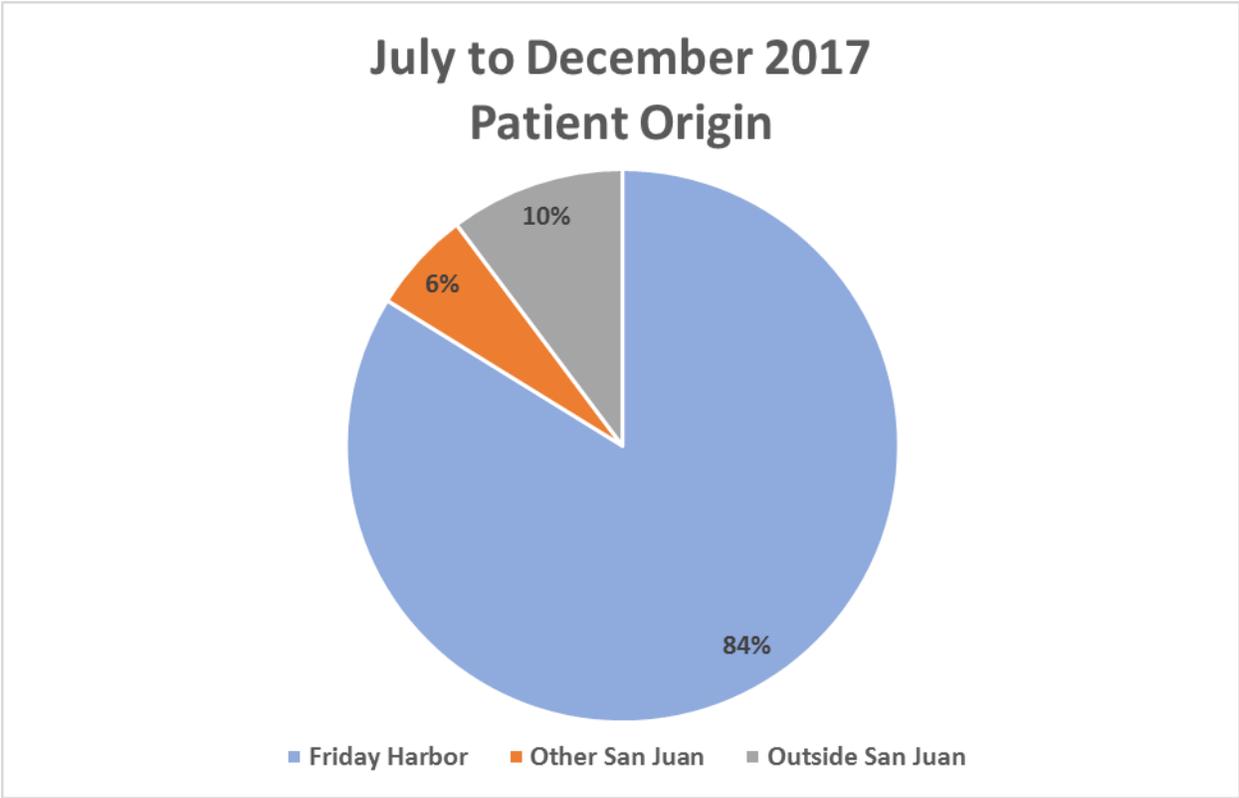


PeaceHealth- Peace Island Medical Center – 3/28/18
Reporting Period for 7/1/17 to 12/31/17.

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	1,933	
c. Inpatients and observation patients:	61	95	91	82	121	95	72	79	
d. Imaging exams (all modalities):	2,401	2,975	2,960	4,140	4,038	4,189	3,673	4,265	
i. Radiology (X-ray, CT, DEXA, EKG, Echo, Vascular studies)									
1) Inpatients:		90	70	102	82	78	79	31	81
2) Outpatient:		2,021	2,576	2,463	3,070	2,846	3,205	2,835	3,280
ii. Ultrasound									
1) Inpatients:		1	2	3	5	1	2	3	6
2) Outpatient:		212	247	314	322	476	441	414	439
iii. MRI:		77	80	78	75	85	91	66	90
iiii. Mammography					586	552	371	324	369
e. Laboratory tests:		12,369	14,292	14,833	16,148	17,666	17,523	17,023	18,226
f. Surgeries/outpatient procedures:		202	138	160	164	157	182	193	187
g. Cancer Care and Specialty Center:		470	598	582	551	587	469	579	675
h. Urgent Walk In Care		13	148	64	51	44	158	402	303

As shown in this chart of patients by zip code 98250, 84% of the patients served at PIMC are district residents during the second half of the year. Six (6%) percent of the patients are from other zip codes in San Juan County and ten percent (10%) are from outside of San Juan County.



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 same day clinic appointments if they present to the ED with low acuity complaints.
- 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.
- SANE (Sexual Assault Nurse Examiner) registered nurses are on staff at PIMC. These RNs will work in collaboration with the community as part of a Sexual Assault Response Team.

a. Primary Care with PeaceHealth Medical Group (PHMG):

- 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. 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, and newborn care. Primary care providers promote increasing immunization rates by encouraging “Community Immunity” with children and adults.
- To address the needs of vulnerable populations at home, our primary care clinic has developed a home visit schedule with our ARNP, Mallory Brown.
- RN case management of our high risk chronic disease patient population includes a clinic nurse blood pressure clinic. Blood pressure cuffs, glucometers and thermometers are available at no cost 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.

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

- Tele-Psychiatry 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.
- 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.
- 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:
- 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.
 - Tamary Baz, MSM,LM,CPM, private practice licensed midwife on Orcas, succeeds Melinda Milligan, Orcas midwife who retired after serving for over 20 years on Orcas. Ms. Baz offers a monthly schedule of comprehensive prenatal, postpartum, and birthing services to families of the San Juan Islands. Deliveries are planned for the birthing centers in Bellingham and Anacortes.
 - Visiting cardiologists from PeaceHealth Medical Group are in the clinic two days a month, on the first and fourth Friday, and can 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 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. Scheduling is handled through his office in Bellingham.
 - Telepsychiatry is offered weekly by Mark Newman, MD, of UW Medicine Psychiatry Department until the end of December 2017. Dr. Amanda Focht from UW, will begin to offer adult/geriatric psychiatry consultations every Tuesday starting 2/13/18 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 pediatrician, Steven Ban, MD
 - Andrea Zikakis, PIMC Chaplain, assists patients, their families and/or caregivers monthly with spiritual and emotional needs. The chaplain offers a non-judgmental, listening presence to people, regardless of their religious or spiritual beliefs. When necessary, the chaplain will connect patients and their loved ones with community resources, including faith leaders, to assist with on-going support for the well-being of our patients and their families. Chaplain services are also used to help caregivers debrief difficult situations.

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 weekly 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. Dr. Stephen Woods, PHMG, began providing GI services in December.
- A range of outpatient general surgical procedures are offered at PIMC by general surgeon, Michael Pietro, MD, of Bellingham. Dr. Pietro provides outpatient surgeries such as laparoscopic cholecystectomy (gall bladder removal) and open hernia repair, vasectomy, hemorrhoid repair, port placement and complicated lesion removal.

e. **Diagnostic imaging services.**

- Radiation Protection – Computed Tomography WAC 246-226. A Radiation physicist service that standardizes radiation safety efforts include radiation dose monitoring to lower doses to caregivers and patients.
- 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’. The XR-29 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 second half of 2017 continued the transition of our PIMC lab from Peace Health Laboratories to Quest Diagnostics. The Quest core lab in Seattle is closer resulting in a decrease in turnaround times on the majority of send out tests. For some lab tests, our point of care testing method has reduced wait time for results to a little as 20 minutes for both clinic and emergency room patients. PIMC Lab also welcomed two replacement employees who bring with them a breadth of experience from off island and have been a great addition to our lab team.

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. In January 2018 training was started for our newly hired additional *per diem* pharmacy technician who shares the position with United General Medical Center. PIMC pharmacy collaborates with the hospital departments and is an integral component in clinical and quality improvement. 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. Medication reconciliation is a very important part of the inpatient experience and our pharmacists review and consult when a patient is discharged from the inpatient unit. 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. In addition, PIMC's pharmacy once again is listed as a resource in the Washington State Department of Health Emergency Biologics 2018. Collaborating with the San Juan County Health Department, PIMC Pharmacy maintains the integrity and supply of vaccines for our community. In the 2017-2018 flu season, the PIMC pharmacy requested 1180 doses of influenza vaccine including high dose, quadrivalent, and egg free options for our community members. In November 2017, the sterile compounding area remodel and update for USP 797 compliance was completed and the Department of Health Systems and Quality Assurance Pharmacist Investigator approved our newly remodeled facility. The Pharmacist Lead received approval for specialized training for updated hazardous drug regulations for her lead Tech who will attend the courses in May. As part of Community Outreach and education, in December the Pharmacist Lead went to the Friday Harbor Elementary School and gave a presentation on medication safety to sixty first graders.

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. A January 2018 newsletter update of activities of the Peace Island Medical Center Volunteers is included with this report.



Newsletter
1-2018.pdf

Number and Type of Clinical Providers

- f. **Primary Care practitioners in clinic** – the PeaceHealth Medical Group team of primary care providers include: Rachel Bishop, MD, board-certified Family Practice physician and Family Practice Medical Director; Susan Mahoney, MD, board-certified Family Medicine; William Gunderson, MD, board-certified Internal Medicine physician, Hospitalist Director, and Mallory Brown, ARNP, Family Practice, providing primary and pediatric patient care five days a week. Mallory Brown, ARNP provides a home visit schedule for patients who require special case management follow up. Lauren Olsen, MD, Board Certified Family Medicine, joined the clinic in December. Dr. Olsen has experience in Global health, Advocacy for underserved population, Public Health, HIV care & infectious disease, preventative medicine, women’s health and pediatrics. Dr. Olsen has a nine-month contract at PIMC. Ruth Fothergill, M.D. will join the PHMG clinic staff in June 2018. Dr. Fothergill is board certified in Family Medicine and has specialty training in geriatric care.
- g. **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 PIMC Chief of Staff; 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. Rotating ED physician staff includes; Kevin Bowman, MD, Jena Lopez, M.D., Mark Zarzycki, MD, Wade Henrichs, MD, Raj Jayarama, MD and Jason Oost, M.D. serving on a scheduled basis.

Carrie Matthews, M.D. was hired in August 2017. Dr. Mathews has moved to San Juan Island from Montana with her husband and four children. Dr. Mathews is full time at Peace Island Medical Center emergency department. Dr. Mathews professional profile is attached here:



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MD_provider-bio-sh

h. Cancer care and specialty services:

- Our Medical Oncology and Hematology Clinic and Infusion Center is led by Dr. Robert Raish, MD., Oncologist. Dr. Raish is Board Certified in Internal Medicine, Medical Oncology and Hematology.
- Shannon Harris, BS,RN, OCN, holds a national certification as an oncology nurse and serves as the program coordinator of the infusion center.
- A treatment guide for our oncology patients is being finalized and will be published in February 2018.
- Infusion orders from physicians residing outside of San Juan County are accepted.
- Telemedicine palliative care program is being planned for 2018.
- Tele-genetic consultations are 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.
- Mindfulness CDs are available to patients as prescribed by Dr. Raish.
- Complimentary therapy services to our oncology and infusion patients continue.

Nature and Results of Quality Initiatives

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

2. Patient Experience Indicators

Melissa Morrison, Patient Experience Manager for PeaceHealth, prepared the following summary PowerPoint of the PIMC patient experience indicators from July 1, 2017 to December 31, 2017. It is included here:



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Semiannual PE Sumr

3. 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 December 2017.

PIMC Tax Levy Analysis			
For the 6 month Period Ending December 2017			
Jul 2017 to Dec 2017 Revenue Accrued (Monies not yet received)			503,890
	Emergency	Family Practice	Total
Gross Revenue	1,972,653	-	1,972,653
Professional Revenue	468,711	1,268,424	1,737,135
Total Gross Patient Revenue	2,441,364	1,268,424	3,709,787
Medicare	(16,904)	43,598	26,694
Medicaid	446,538	126,325	572,863
Commercial and Other Payers	232,918	111,733	344,651
Bad Debt	73,254	30,667	103,922
Charity	18,088	7,547	25,635
Total Deductions	753,894	319,871	1,073,765
Net Patient Revenues	1,687,470	948,552	2,636,022
Other Income	-	-	-
Total Operating Revenues	1,687,470	948,552	2,636,022
Expenses			
Salaries	1,492,965	711,296	2,204,261
Benefits	316,047	137,657	453,704
Supplies	41,953	11,367	53,320
Professional Fees	24,300	-	24,300
Purchased Services	411	1,747	2,158
System Fee	220,229	156,766	376,995
Rental/Lease	-	70,045	70,045
Other Expenses	46,726	27,301	74,027
Total Direct Expenses	2,142,630	1,116,179	3,258,809
Operating EBITDA Margin	(455,161)	(167,626)	(622,787)
Depreciation	20,428	6,451	26,878
Gain/(Loss)	(475,589)	(174,077)	(649,665)
Sub-Total gain/(loss) After Subsidy and Operations			(145,775)
Other Items:			
PIMC Other Medicare			(1,450,391)
PIMC Other Medicaid			(815,714)
PIMC Other Bad Debt and Charity			(430,374)
Total amount of gain/(loss) after Subsidy			(2,842,254)

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 \$3,346,144. With an estimated tax subsidy of \$503,890, the loss is reduced to \$2,842,254.

Total PeaceHealth services provided for the same period, resulted in a margin of \$1,017,299, or, 10.3% with the subsidy, and, \$513,409, or, 5.2% 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.”