



Mt. Baker Planned Parenthood 2018 Annual Report to San Juan Hospital District

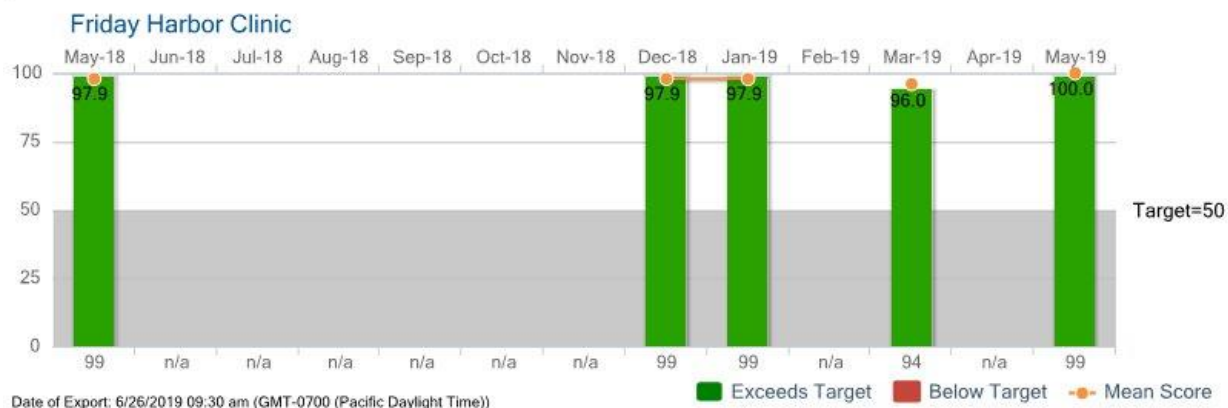
At MBPP, 2018 was a year of system enhancements and program audits. As mentioned in my last report, we switched electronic medical records in February, which created challenges and opportunities. Having moved through a year now, we feel confident in our decision. We also believe that our new system, eCW, provides an enhanced patient experience to our patients through ready access to their medical records via the patient portal which patients can access 24/7/365.

This past year MBPP had three significant oversight audits, a reaccreditation by Planned Parenthood Federation of America, a federal/state Title X Family Planning Program audit, and an external financial audit. We were fully accredited by PPFA for an additional three years, and had no findings in either our Title X or independent financial audit (unqualified opinion).

We have continued to strengthen our relationship with Upstream, a five-year project designed to improve intentional parenthood through the provision of highly effective contraceptive methods, and have committed to additional training for all staff in our three-county service area in August 2019. We anticipate our highly skilled providers will be contracted to offer precepting opportunities to practitioners across Whatcom, Skagit and San Juan Counties to improve their skills in IUC and implant placement.

We have continued our partnership with the North Sound Accountable Community of Health by committing to several projects including the Upstream work and an expansion of services to include behavioral health services. Our plan is to hire a social worker to be stationed in Bellingham who can facilitate the development of an agency-wide program that will include exploration of telehealth services to serve Skagit and San Juan County patients as well.

We continue to encourage patients to complete Press Ganey patient experience surveys and the most recent report (May) for Friday Harbor shows high satisfaction. We have added the ability to text the survey to patients and are launching an internal communication plan to educate patients about the survey they will receive and encourage them to provide their feedback. (Additional Press Ganey data at end of report.)

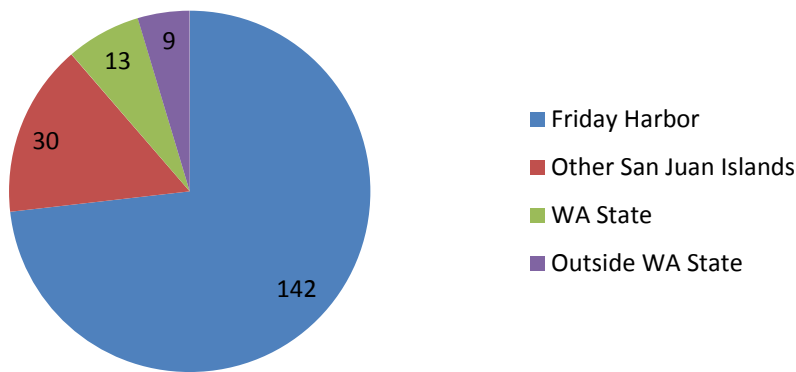


For the past 5 years MBPP has participated in the Press Ganey staff experience surveys which are administered every 18 months. Our third survey period just ended a week ago and I am proud to say that 100% of MBPP staff completed the survey. MBPP is the only PPFA affiliate that has attained the 100% staff survey completion mark for each of the three survey periods.

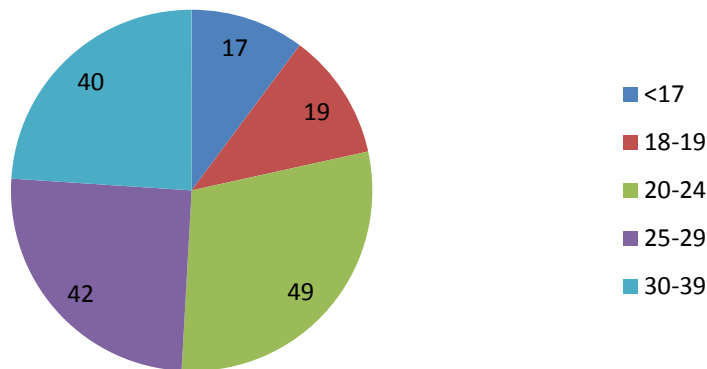
2018 Friday Harbor Health Center Data

In 2018, MBPP’s Friday Harbor Health Center served 194 patients. Those patients made 247 clinical visits where they received 697 services. We serve patients of all ages; accept all insurances including Medicaid, Tricare, Medicare and private insurance. We offer sliding scale services to patients without insurance coverage and no one is ever denied care because of inability to pay.

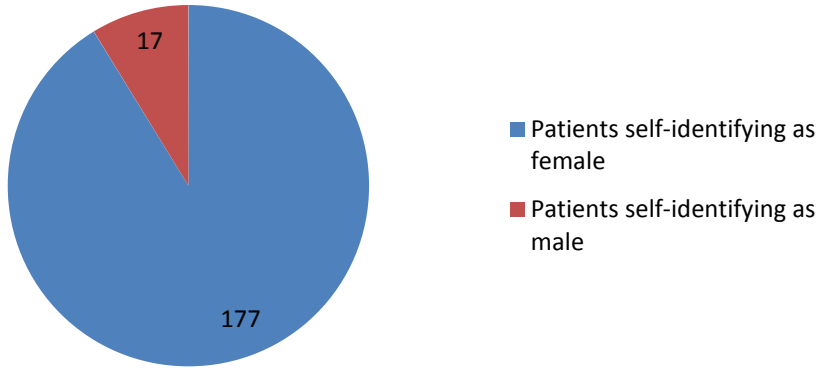
Patients by ZIP Code



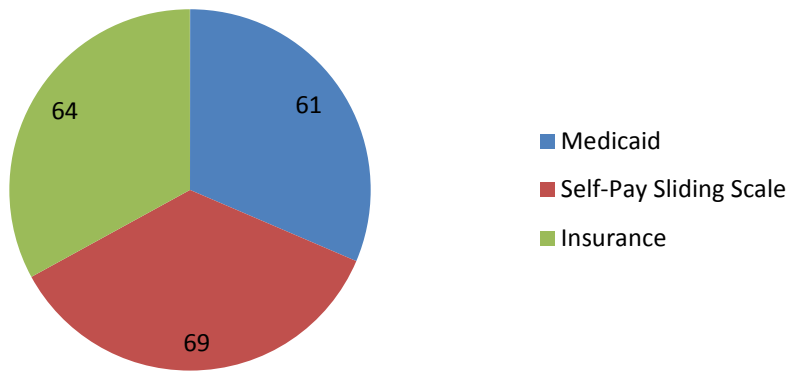
Patients by Age



Patients by Gender

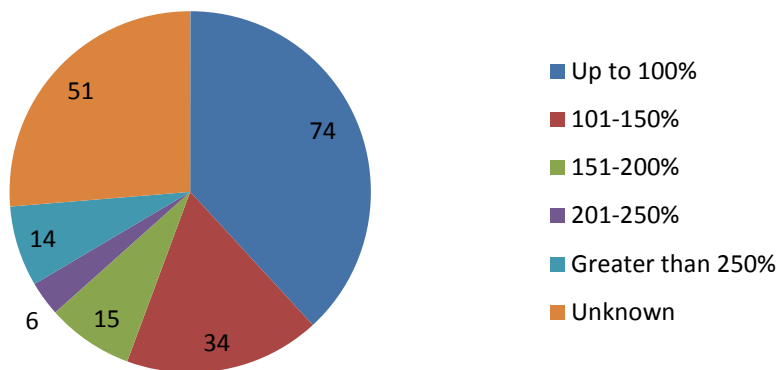


Payment by Source of Visit



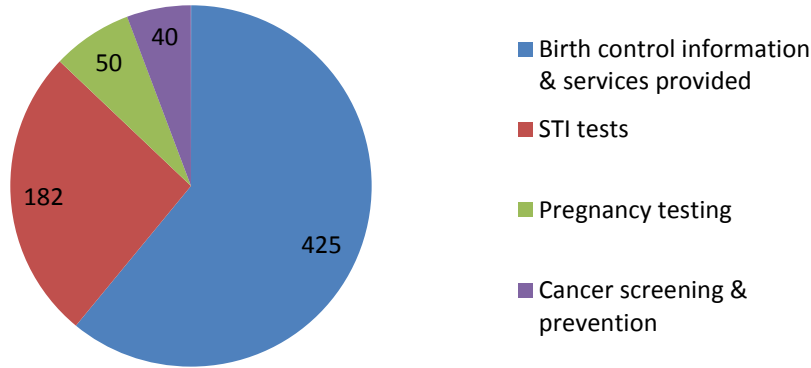
Federal Poverty Level of Patients

Federal Poverty Level (100% FPL) equals \$12,140 for a family of one or \$25,100 for a family of four.



Select Clinical Services

Friday Harbor health center saw 194 patients who collectively received 697 services over 247 clinical visits.

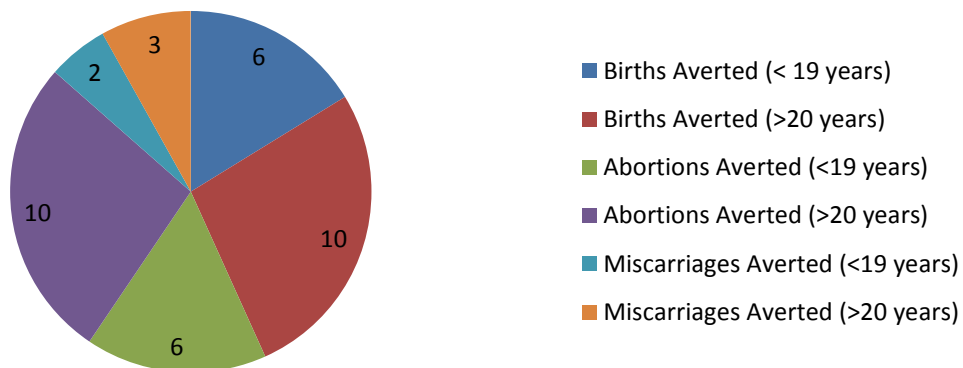


Contraceptive Methods Utilized by Patients (as reported by patients)

Contraceptive Method	194 total
Oral Contraceptives	64
Male Condom	29
IUD/IUS	19
Hormonal Injection – 3 month	18
None	14
Hormone Implant	13
Vaginal Ring	13
Fertility Awareness Method	5
Unknown	4
Female Sterilization	3
Male Sterilization	3
Abstinence	2
Diaphragm/Cervical Cap	2
Hormonal Patch	2
Other Method	2
Withdrawal	1

Theoretical Estimates of Pregnancies Averted

(as determined by Federal formula)



Friday Harbor Health Center Annual Financial Report for period ending December 31, 2018

Support and Revenue		
Support		
Government Grants and Contracts	62,035	
Fund Raising	<u>17,493</u>	
Total Support	79,528	
Patient Service Revenue		
Private Insurance and Self Pay	69,763	
Medicaid, Medicare, Healthy Options	25,298	
Allowance for contractual adjustments and bad debts	<u>(58,983)</u>	
Total Patient Service Revenue	36,078	
Revenue		
In-Kind Revenue	510	
Miscellaneous	<u>-</u>	
Total Revenue	<u>510</u>	
Total Support and Revenue	<u>116,116</u>	
Expense		
Payroll		
Salaries and Wages	50,922	
Taxes and Benefits	<u>10,274</u>	
Total Payroll	61,195	
Other Operating Expenses		
Facility Expenses	15,765	
Business Expenses - Other	758	
Dues	791	
Utilities & Telephone	2,693	
Professional Services	1,833	
Medical supplies	8,675	
Lab Fees	62	
Travel, Conference and Meetings	2,274	
Insurance	1,201	
IT expenses (Data lines, SW)	9,478	
Equipment Expenses	677	
Training & Education	181	
Marketing & Advertising	4,194	
Taxes (Non payroll)	581	
Miscellaneous	1,088	
Depreciation	3,764	
Bad debt	<u>145</u>	
Total Other Operating Expenses	<u>54,158</u>	
Total Expense	<u>115,353</u>	
Excess (Deficit)	<u>763</u>	

Friday Harbor Health Center - Snapshot					
Fiscal Year	2014	2015	2016	2017	2018
Total Support & Revenue	88,561	102,761	89,032	143,287	116,116
Total Expense	109,607	100,108	126,095	129,211	115,353
Excess (Deficit)	(21,046)	2,653	(37,064)	14,076	763

MEDICAL PRACTICE REPORT

Question Analysis

Overall Section	Question	Mean
Std Overall		94.3
Overall		94.3
Std Access		85.4
Access		85.2
	Ease of getting clinic on phone	87.3
	Ability to get desired appointment †	84.6
	Convenience of our office hours	61.8
	Ease of scheduling appointments	94.6
	Courtesy of registration staff	98.2
Std Moving Through Your Visit		91.1
Moving Through Your Visit		92.8
	Waiting area comfort/pleasantness †	93.1
	Wait before going to exam room †	90.9
	Information about delays	91.2
	Wait time at clinic	90.6
	Courtesy of check-out clerk †	97.9
Std Nurse/Assistant		97.1
Nurse/Assistant		97.1
	Friendliness/courtesy of nurse/asst	97.1
	Concern of nurse/asst for problem	97.0
Std Care Provider		97.2
Care Provider		97.2
	Friendliness/courtesy of CP	98.2
	CP explanations of prob/condition	96.8
	CP concern for questions/worries	96.1
	CP efforts to include in decisions	97.1
	CP information about medications	96.7
	CP instructions for follow-up care	97.8
	CP spoke using clear language	98.2
	Time CP spent with patient	97.1
	Patients' confidence in CP	96.8
	Likelihood of recommending CP	96.8
Std Personal Issues		97.8
Personal Issues		97.7
	How well staff protect safety	97.9
	Our sensitivity to patients' needs	96.7
	Our concern for patients' privacy	98.6
	Cleanliness of our practice	97.9
	Staff treat w/respect & compassion †	97.5
Std Overall Assessment		97.1
Overall Assessment		96.2

Continued...

MEDICAL PRACTICE REPORT

Question Analysis

Overall**Section**

Question	Mean
Staff worked together	97.5
Likely to return for future care †	94.9
Likelihood of recommending practice	96.8
Services we offer meet your needs †	95.7