



PeaceHealth  
Peace Island Medical Center



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



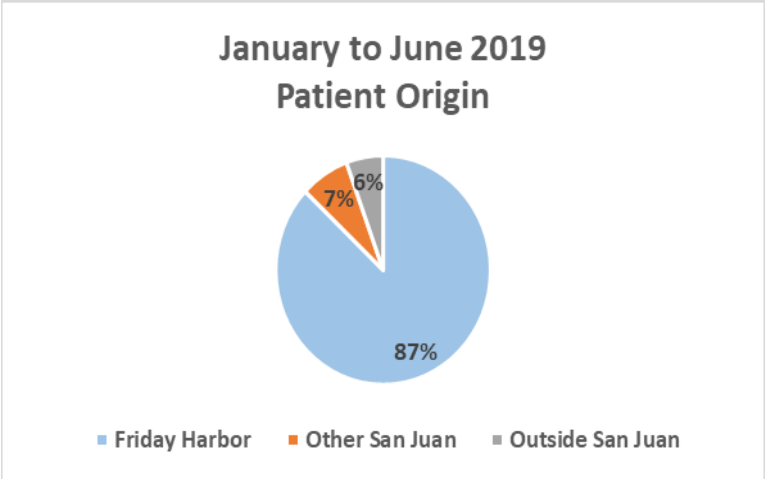
**PeaceHealth**  
**Peace Island Medical Center**

**PeaceHealth- Peace Island Medical Center – 8/28/19**

**Reporting Period for 1/1/19 to 6/31/19.**

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

PIMC Patients Served												
For Tax Levy Meeting Reporting												
Period ending June 30, 2019												
Number of Patients Served												
		2014		2015		2016		2017		2018		2019
		Jan-Jun	July-Dec	Jan-Jun	July-Dec	Jan-Jun	July-Dec	Jan-Jun	July-Dec	Jan-Jun	July-Dec	Jan-Jun
a.	Clinic Visits:	4,281	4,340	5,387	5,993	6,223	6,386	6,459	6,767	6,747	7,421	7,880
b.	ER Visits:	1,227	1,778	1,492	1,769	1,584	2,008	1,595	1,933	1,757	2,054	1,747
c.	Inpatients and observation patients:	61	95	91	82	121	95	72	79	105	105	105
d.	Imaging exams (all modalities):	2,401	2,975	2,960	4,140	4,038	4,189	3,673	4,265	4,234	4,618	4,502
	i. Radiology (X-ray, CT, DEXA, EKG, Echo, Vascular studies)											
	1) Inpatients:	90	70	102	82	78	79	31	81	45	32	40
	2) Outpatient:	2,021	2,576	2,463	3,070	2,846	3,205	2,835	3,280	3,261	3,555	3,469
	ii. Ultrasound											
	1) Inpatients:	1	2	3	5	1	2	3	6	2	5	3
	2) Outpatient:	212	247	314	322	476	441	414	439	491	533	527
	iii. MRI:	77	80	78	75	85	91	66	90	86	99	101
	iiii. Mammography				586	552	371	324	369	349	394	362
e.	Laboratory tests:	12,369	14,292	14,833	16,148	17,666	17,523	17,023	18,226	20,669	21,756	22,302
f.	Surgeries/outpatient procedures:	202	138	160	164	157	182	193	187	183	229	189
g.	Cancer Care and Specialty Center:	470	598	582	551	587	469	579	675	909	971	988
h.	Urgent Walk In Care	13	148	64	51	44	158	402	303	164	189	168



As shown in this chart of % of patients served by zip code 98250:

87% of the patients served at PIMC are district residents

7% of the patients are from other zip codes in San Juan County (Orcas, Lopez, Shaw).

6 % are from outside of San Juan County.

## **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 appointments are 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 clinic appropriate 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 San Juan County 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, Internal Medicine and Pediatric clinic appointments are scheduled Monday through Friday from 8:00am to 5:00pm. Each PIMC primary care provider provides same day access appointment. This allows for daily accommodation of up to 10-20 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 telehealth specialty 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 clinic providers.
- 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 once 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.
  - 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 twice a month 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 providing monthly, on-island ear nose and throat (ENT) care. Scheduling is handled through his office in Bellingham.
  - Telepsychiatry from UW, providing adult/geriatric psychiatry consultations every Tuesday with a referral from the patient’s primary care provider.
  - Pediatric consultation and pediatric behavioral health referral evaluation is offered monthly by PeaceHealth Medical Group pediatrician, Steven Ban, MD
  - 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, general surgery, and gynecology surgical 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 for orthopedic consultation, along with one surgical day a month.

- Gastroenterology consults and GI outpatient procedures are offered monthly by PeaceHealth Medical Group visiting GI specialists.
- A range of outpatient general surgical procedures are offered at PIMC by general surgeon, Michael Pietro, MD, of Bellingham. Dr. Pietro provides surgical consults and outpatient surgeries such as laparoscopic cholecystectomy (gall bladder removal) and open hernia repair, vasectomy, hemorrhoid repair, port placement and complicated lesion removal.
- Gynecologist, Anna Dowling, M.D. is scheduled on the island once a month for consults and outpatient GYN procedures.

e. **Diagnostic imaging services.** There has been no change in imaging services offered during this reporting period. Services include:

**Mammography Services:**

- American College of Radiology (ACR) accreditation 2018. Accreditation good for 3 years.
- 3D Mammography will be available by October 2019.
- Difficulty staffing at times because of unique needs (Island), logistics and variable volumes.

**Forecast:**

- FY22-start to look at upgrading CT scanner and Digital X-ray to maintain state of the art technology to community.

**PACS (Picture Archive & Communications System)**

- 2019-2020 PACS Upgrade. New platform/technology to increase stability & functionality for caregivers and physicians. Undetermined date of implementation.
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f. **Diagnostic medical lab service.** The first half of 2019 started off with a new opportunity for Point of Care Influenza testing in the ED. The lab received a backup PCR Influenza analyzer and was able to place it in the hospital area and train all the nurses in the ED by February. This not only was a stewardship matter of saved call back Lab testing during the long flu season this year, but a decreased TAT (20 min) during the night hours. PCR methodology is the gold standard and offers 100% sensitivity and 95% specificity for both A and B strains of Flu and we are fortunate to have it as a rapid test. Additionally, the lab brought on a new Coagulation analyzer this period, as a replacement methodology. There were no changes to the test menu.

- g. **Professional Pharmacy Services:** Pharmacy services are staffed by a specially trained licensed local full-time Pharmacist Lead and a full-time Pharmacy Technician Lead and for vacation relief we have two per diem pharmacy technicians and one per diem Pharmacist. We are supported by the Director of Pharmacy Services and afterhours by the Pharmacy Team at St Joseph Medical Center. In February 2019 Peace Island Pharmacy registered with the Washington State Poison Control as an antidote resource for many antidotes used in the Emergency Department. PIMC pharmacy collaborates with the hospital departments and participates in patient clinical consultation, nursing education, and quality improvement. The Pharmacist Lead routinely participates in Leadership Rounding and medication reconciliation with inpatients and provides feedback to the Leadership Team regarding patient experiences. In early June, the Pharmacy Team together with our Hospital Wide Nursing Team completed the training and installation for a new automatic medication dispensing system throughout the hospital. This medication system is secure and web-based so that our caregivers will be given secure access on hire which translates to improved patient care. In the Cancer Care Center, pharmacy added an elastomeric chemotherapy pump option for our cancer patients. This smaller, battery-less, wearable chemotherapy infusion pump allows for more movement for patients who are athletic and physically active. It allows individuals to run, bike, and kayak while undergoing chemotherapy treatment.
- h. **Peace Island Volunteers** – Peace Island Volunteers (PIV) are a dedicated membership of over 300 men and women who come together to support patients, families and caregivers at PIMC. All PIVs who work in the hospital go through orientation and back-ground checks to have a badge for access. If interested in joining the Peace Island Volunteers visit their website at [peaceislandvolunteers@rockisland.com](mailto:peaceislandvolunteers@rockisland.com).

### **Number and Type of Clinical Providers**

- i. **Primary Care practitioners in clinic** – the PeaceHealth Medical Group team of primary care providers include: Rachel Bishop, MD, board-certified Family Practice physician; Susan Mahoney, MD, board-certified Family Medicine; , Lauren Olsen, MD, Board Certified Family Medicine; Ruth Fothergill, M.D. Board Certified Family Medicine; Mallory Brown, ARNP, Family Practice; William Gunderson, MD, board-certified Internal Medicine physician and Clinic Medical Director.
- j. **Emergency Department practitioners:** All PIMC Emergency Department are board certified in Emergency Medicine. Physicians include; Michael Sullivan, MD, Medical Director of PIMC Emergency Medicine and PIMC Chief of Staff; Jim Perez, M.D. and Cari Matthews, M.D. full time and permanent residents 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., Oliva Haesloop, MD, Scott Schwitz, MD, Allison Moyes, MD, Mark Zarzycki, MD, and Wade Henrichs, MD, serving on a scheduled basis. **University of Washington Rural Emergency Medicine Residency-** PIMC is privileged to host 2 UW Emergency Medicine Residents monthly for the summer months of June, July and August each year.



### **Cancer care, Infusion 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.
- Volumes are up in the clinic and there has been another infusion chair added to handle the overflow days.
- Shannon Harris, BS, RN, OCN, holds a national certification as an oncology nurse and serves as the program coordinator of the infusion center.
- Amber Anderson, RN, has been added as a new staff nurse in oncology.
- The patient treatment guide is now complete and available to our oncology patients.
- Infusion orders from physicians residing outside of San Juan County are accepted.
- 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.
- Dr Raish's practice is doing well, he will add an extra day a month to our clinic, if needed, to help with awaiting consults.
- Palliative Care via telemedicine is planned for the second half of 2019.
- New infusion pumps were placed in the clinic and staff trained to use them.

## **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 201

### **2. Patient Experience Indicators**

Jenny Westbury, Patient Experience Manager for PeaceHealth, prepared the following summary PowerPoint of the PIMC patient experience indicators from January 1, 2019 to June 30, 2019. It is included here:



082119 PIMC  
Semiannual PE Summ

**PIMC Tax Levy Analysis  
For the 6 month Period Ending June 2019**

January 2019 to June 2019 Revenue Accrued (Monies not yet received)

511,294

	Emergency	Family Practice	Total
Gross Revenue	2,258,569	-	2,258,569
Professional Revenue	502,289	1,549,188	2,051,477
<b>Total Gross Patient Revenue</b>	<b>2,760,858</b>	<b>1,549,188</b>	<b>4,310,046</b>
Medicare	408,537	140,257	548,795
Medicaid	473,046	146,924	619,969
Commercial and Other Payers	195,713	133,661	329,374
Bad Debt	48,117	9,766	57,884
Charity	124,982	34,004	158,986
Total Deductions	1,250,395	464,612	1,715,008
	45.3%	30.0%	39.8%
Net Patient Revenues	1,510,462	1,084,576	2,595,039
Other Income	-	-	-
<b>Total Operating Revenues</b>	<b>1,510,462</b>	<b>1,084,576</b>	<b>2,595,039</b>
<b>Expenses</b>			
Salaries	1,847,731	941,162	2,788,893
Benefits	393,392	211,135	604,527
Supplies	57,430	2,051	59,481
Professional Fees	25,600	-	25,600
Purchased Services	4,641	73,043	77,684
System Fee	224,117	166,864	390,982
Rental/Lease	-	-	-
Other Expenses	71,121	20,834	91,955
Total Direct Expenses	2,624,032	1,415,091	4,039,123
Operating EBITDA Margin	(1,113,569)	(330,514)	(1,444,084)
Depreciation	16,325	-	16,325
<b>Gain/(Loss)</b>	<b>(1,129,895)</b>	<b>(330,514)</b>	<b>(1,460,409)</b>
<b>Sub-Total gain/(loss) After Subsidy and Operations</b>			<b>(949,115)</b>
<b>Other Items:</b>			
PIMC Other Medicare			(2,770,835)
PIMC Other Medicaid			(1,010,451)
PIMC Other Bad Debt and Charity			(588,064)
<b>Total amount of gain/(loss) after Subsidy</b>			<b>(5,318,466)</b>

**Financial viability of the operation:**

<b>Conclusions of the six-month report:</b>	
On healthcare services covered by the subsidy (Charitable Services, Emergency Department and Physician Services) the estimated six-month loss, without the subsidy, is -\$5,829,760. With an estimated tax subsidy of \$511,284, the loss is reduced to -\$5,318,466.	
Total PeaceHealth services provided for the same period, resulted in a positive margin of \$103,536, or, 0.97% with the subsidy, and a negative margin of \$(407,758) or, -3.81% without the subsidy.	

**Per the First Amendment to the Subsidy Agreement, dated Sept. 15, 2010, attached is the semi-annual financial report ending December 2017.**

**“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.”