



PeaceHealth
Peace Island Medical Center



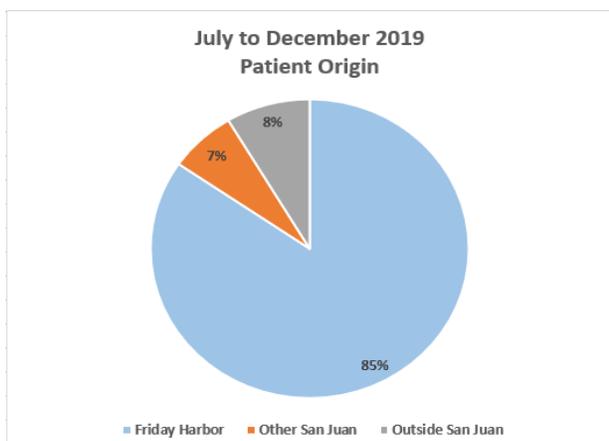
Semi-Annual Report to San Juan County Public Hospital
District #1 Board of Commissioners.

PeaceHealth- Peace Island Medical Center – 2/26/2020

Reporting Period for 7/1/19 to 12/31/19.

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

Number of Patients Served													
	2014		2015		2016		2017		2018		2019		
	Jan-Jun	July-Dec											
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	8,507	
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	2,104	
c. Inpatients and observation patients:	61	95	91	82	121	95	72	79	105	105	105	78	
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	5,123	
i. Radiology (X-ray, CT, DEXA, EKG, Echo, Vascular studies)													
1) Inpatients:	90	70	102	82	78	79	31	81	45	32	40	53	
2) Outpatient:	2,021	2,576	2,463	3,070	2,846	3,205	2,835	3,280	3,261	3,555	3,469	3,787	
ii. Ultrasound													
1) Inpatients:	1	2	3	5	1	2	3	6	2	5	3	2	
2) Outpatient:	212	247	314	322	476	441	414	439	491	533	527	535	
iii. MRI:	77	80	78	75	85	91	66	90	86	99	101	96	
iiii. Mammography				586	552	371	324	369	349	394	362	650	
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	22,351	
f. Surgeries/outpatient procedures:	202	138	160	164	157	182	193	187	183	229	189	211	
g. Cancer Care and Specialty Center:	470	598	582	551	587	469	579	675	909	971	988	1,104	
h. Urgent Walk In Care	13	148	64	51	44	158	402	303	164	189	168	238	



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

- 85% 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).
- 8% 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 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. Integrated Behavioral Health Services in Primary Care:

- 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 for a brief consultation with a behavioral health consultant, case manager in primary care, or to advocate for 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.
- Telepsychiatry Medication Consultation available with University of Washington Department of Psychiatry was provided from July through September 2019. Psychiatry consultation will be provided by PeaceHealth Medical Group starting April of 2020.

- 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 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.
 - Pediatric consultation and pediatric behavioral health referral evaluation is offered monthly by PeaceHealth Medical Group pediatrician, Steven Ban, MD
 - PIMC Chaplains assists patients, their families and/or caregivers monthly with spiritual and emotional needs. The chaplains offers a non-judgmental, listening presence to people, regardless of their religious or spiritual beliefs. PIMC Chaplains can provide individual counseling for patients by appointment and both Chaplains alternate leading a drop-in Grief Group every 1st and 3rd Monday from 11:00 am to 12:00pm.
- 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.

e. **Diagnostic imaging services.** There has been no change in imaging services offered during this reporting period except for the new 3-D mammography service implemented in time for National Breast Cancer Awareness Month:

Engagement Showcase National Breast Cancer Awareness Month

In honor of National Breast Cancer Awareness Month, PeaceHealth Peace Island Medical Center took the opportunity to inform audiences and promote their newest diagnostic imaging equipment – the Hologic Genius 3D Mammography Exam. PeaceHealth Peace Island became the third location in the NW network to upgrade to this new technology. Screening exam days were increased through Centralized Scheduling to accommodate additional appointments and women were encouraged to make time for their health and schedule an annual mammogram.

The Genius 3D technology offers a better, more accurate screening exam for women across all ages and breast densities. Imaging technologists can combine the exam with Soft Touch and SmartCurve technologies for greater comfort. The result is a clearer more diagnostically accurate exam that leads to earlier breast cancer detection.

Promotion included social media (Facebook) organic and paid ad posts, a Crossroads event post, one article in *The Caregiver*, website updates, printed patient handouts and consumer marketing tactics as part of the larger systemwide campaign.



Forecast:

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

f. **Diagnostic medical lab service.** The second half of 2019 brought with it transition in the Laboratory. We said goodbye to Jackie as she transferred to become Supervisor of Registration. She has valuable skills and we are glad to keep her at PIMC. We welcomed Susan, who has already proved her phlebotomy skills and has become a valuable part of our team. Additionally, we brought in the new Siemens chemistry analyzer for its validation and training period. This is part of a systemwide platform change, and although it will not change our test menu, it brings with it more intelligent middle ware, and auto validation of results. When live May 2020, it will decrease turnarounds for chemistry testing.

- g. **Professional Pharmacy Services:** Pharmacy services are staffed by a specially trained licensed local full-time Pharmacist Lead and because our full time Pharmacy Technician Lead recently retired, we are currently looking for a Full Time Pharmacy Technician Lead. We also have specially trained per diem technicians and pharmacist to provide vacation relief and additional pharmacy staff. One of our Pharmacy Technicians, Judy Dupont, comes from Bellingham and this October, she celebrated 40 years of working for Peace Health as a Pharmacy Technician. We are supported by the Director of Pharmacy Services and after-hours by the Pharmacy Team at St Joseph Medical Center. We are registered with the Washington State Health Department Emergency Biologics and we carry many vaccines and immune globulins that we pledge to share with other providers throughout the state, if necessary. The Pharmacy Team supports the Clinic, Cancer Care Center, OR Services, Inpatient, and Emergency Departments at Peace Island
- 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 badge access.

Number and Type of Clinical Providers

- i. **Primary Care practitioners in clinic** – the PeaceHealth Medical Group (PHMG) 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; Jim Perez, M.D. and Cari Matthews, M.D. all 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 was privileged to host 2 UW Emergency Medicine Residents monthly for the summer months of June, July and August this year.
- k. **Cancer care, Infusion and specialty services:** Dr Raish continues to be here on Mondays, and we have added his PA, Kelli Cole-Vadjic once a month to see follow ups and do survivorship appointments. She is also planning on starting a support group here on the island monthly. These would be support/informational meetings. This has lightened Dr Raish's load and allows him to see consults more easily. We have partnered with American Cancer Society and now have wigs and scarves available in the center. We will also be getting pamphlets and books from them and hope to have a better "library".

- Our Medical Oncology and Hematology Clinic and Infusion Center is led by Dr. Robert Raish, MD., who 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.
- 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.

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 022

2. Patient Experience Indicators

Jenny Westbury, Patient Experience Manager for PeaceHealth, prepared the following summary PowerPoint of the PIMC patient experience indicators from July 1, 2019 to December 31, 2019. It is included here:



022620 PIMC
Semiannual PE Summ

Financial viability of the operation:

PIMC Tax Levy Analysis For the 6 month Period Ending December 2019

July 2019 to December 2019 Revenue Accrued (Monies not yet received)		511,294	
	Emergency	Family Practice	Total
Gross Revenue	2,760,381	-	2,760,381
Professional Revenue	607,564	1,664,828	2,272,392
Total Gross Patient Revenue	3,367,945	1,664,828	5,032,773
Medicare	532,378	159,261	691,639
Medicaid	521,398	155,469	676,867
Commercial and Other Payers	289,453	152,509	441,962
Bad Debt	47,136	5,141	52,277
Charity	165,852	32,802	198,654
Total Deductions	1,556,217	505,183	2,061,400
	46.2%	30.3%	41.0%
Net Patient Revenues	1,811,728	1,159,645	2,971,373
Other Income	-	-	-
Total Operating Revenues	1,811,728	1,159,645	2,971,373
Expenses			
Salaries	1,843,153	990,880	2,834,034
Benefits	392,964	207,070	600,033
Supplies	52,878	16,016	68,894
Professional Fees	18,250	-	18,250
Purchased Services	1,339	59,811	61,150
System Fee	270,972	171,499	442,472
Rental/Lease	-	-	-
Other Expenses	41,674	11,010	52,684
Total Direct Expenses	2,621,230	1,456,286	4,077,516
Operating EBITDA Margin	(809,502)	(296,641)	(1,106,143)
Depreciation	14,389	6,054	20,443
Gain/(Loss)	(823,891)	(302,694)	(1,126,586)
Sub-Total gain/(loss) After Subsidy and Operations			(615,292)
Other Items:			
PIMC Other Medicare			(3,315,875)
PIMC Other Medicaid			(947,040)
PIMC Other, Bad Debt and Charity			(648,550)
PIMC Other Charity			-
Total amount of gain/(loss) after Subsidy			(5,526,756)

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 -\$6,038,050. With an estimated tax subsidy of \$511,284, the loss is reduced to -\$5,526,756.

Total PeaceHealth services provided for the same period, resulted in a positive margin of \$89,930, or, 0.79% with the subsidy, and a negative margin of \$(427,364) or, -4.05% without the subsidy.

Per the First Amendment to the Subsidy Agreement, dated Sept. 15, 2010:

“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.”

