2012 PCHS Annual Report - The Waves of Change

2012 was the year we dedicated to preparation and service. We focused tremendous effort on our Quality Program by review and updating all of our basic functions-----as we progressed we realized that everything we do is interrelated! We have dedicated our work to providing the best possible care to our patients, supporting PCHS staff in their lives and in their work, and enhancing within the community about who we are, why we exist and what we provide. By all accounts, it was a great year!

The waves of change are ever surging around us, but with planning, teamwork, great leadership and collaboration, PCHS continues to move forward with our mission to “provide accessible, affordable, compassionate, quality health care services for our communities.”

January-March
~ A new clinic site opens at 2508 Wheaton Way in Bremerton, Extended Hours Clinic relocates to Wheaton Way
~ Staff grows to 155 dedicated professionals
~ Uncertainty in Olympia and Washington DC define our political reality and fiscal future, economic uncertainty for families and individuals throughout Kitsap County result in unprecedented demand for services by the uninsured.

April-June
~ PCHS volunteers grow in number and in skills—we embrace retired health care professionals in our training and outreach programs
~ The Board of Directors and all Board Committees engage in the tough issues and bring focus to compliance and quality initiatives.
~ A new five-year strategic plan is approved and implemented
~ Technology initiatives are successfully launched in Dental and Pharmacy programs

July-September
~ We welcome a record number of children to our clinics for their “Back to School” physical and oral health exams
~ Pharmacy programs extend their chronic disease efforts beyond “Anticoagulation Clinics/Individual Patient Support” and add individual and population based efforts to control Type 2 Diabetes
~ Quality Measures in every element of our work show improvement – Smoking Cessation, Obesity Management, Breast and Colon Cancer Screening and Prevention, as well as improving the Patient Experience

October-December
~ Working with community partners on the launch of Project Access NW in Kitsap County
~ Building recognition and support for all Veterans in our community—as existing and new employees and as patients
~ We end the year by saying thanks to our Board of Directors for their leadership, our federal partners (bidding a fond farewell to our long-time project officer, Beryl V. Cochran), and always thanking the PCHS staff for their tireless efforts on behalf of all patients

PCHS Services
The PCHS medical team provides comprehensive health care for every age and community referrals for specialty care. Services include, but are not limited to, acute and chronic care, health maintenance checks, walk-in care (at the Wheaton Way site), immunizations, behavioral health counseling, and 24-hour on-call care. Both medical and dental PCHS patients have the advantage of pharmacy services at each clinic location.

The PCHS dental team provides a wide range of dental services for children and limited emergency dental care for adults. Community specialty referrals are also available.

Graphs show how PCHS patients compare to other FQHC patients on a state and federal basis. 2012 state and federal data not available at printing.
Thanks to our community partners for their support of PCHS in helping the people of Kitsap County and beyond.

Thank you to our caring Board of Directors for their work and guidance. They are, from July 2012 to current 2013:

Al Pinkham, president
Evelyn Hetrick, vice president
Christopher Cook, treasurer
Monica Bernhard, secretary
Patricia Cochrall
Sharon Cromley
Yolanda Fong
Paul Hathaway
Richard LeMieux
Britney McGhee
Kim McKoy
Reiko So
Sharon Tucker
Cassie Undlin

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**Board of Directors**

We are a nonprofit community-based organization, governed by an all volunteer board of directors. At least 51% of our board members know us as patients. This maintains a focus of mission-driven programs and services that represent the distinct populations we serve. In 2012 our board members continued to actively advocate for health care with the state legislature, participate in community outreach events, plan for federal initiatives around Patient Centered Medical Home, Meaningful Use of Technology, and Accreditation.

A special thanks to our donors

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Larry Tuke
Poulsbo Unitarian Universalist Fellowship
Presbyterian Women of Summit Avenue

Any of the clinics can be reached at
Patient Service Center
1-360-377-3776

Mailing Address (all sites)
PO Box 960, Bremerton, WA 98337

PCHS is a nonprofit, community-based, federally qualified health center (FQHC), and a 501(c)3 organization registered with Washington State Charities Division and a United Way agency.

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2012 ANNUAL REPORT

Peninsula Community Health Services

... provides accessible, affordable, compassionate, quality health care services for our communities...