

“Just as the wave cannot exist for itself, but is ever a part of the heaving surface of the ocean, so must I never live my life for itself, but always in the experience which is going on around me.”

— Albert Schweitzer



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

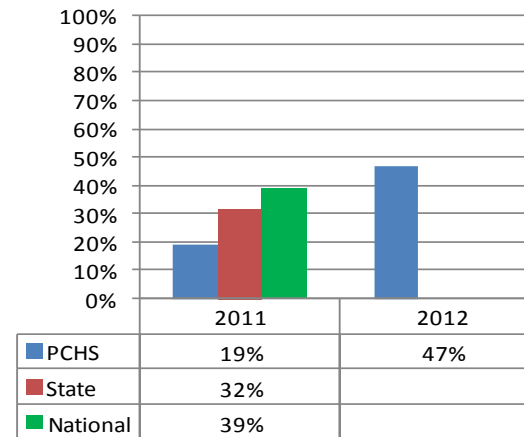
~ We end the year by saying thanks to our Board of Directors for their leadership, our federal partners (bidding a fond farewell to our long-time project officer, Beryl V. Cochran), and always thanking the PCHS staff for their tireless efforts on behalf of all patients

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.

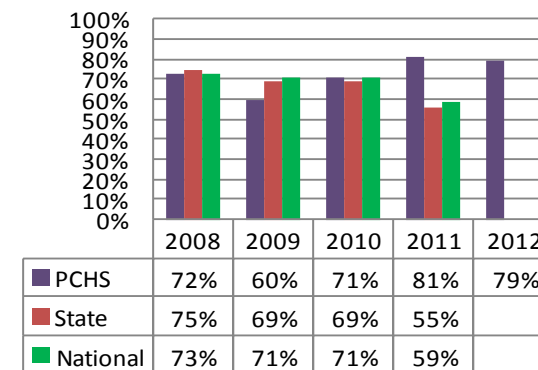
The PCHS dental team provides a wide range of dental services for children and limited emergency dental care for adults. Community specialty referrals are also available.

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.

Weight Assessment/Counseling for Children & Adolescents



Percent Diabetic Patients with HbA1c <= 9%



A Financial Review

Total Operating Revenue	13,426,268
Total Operating Expenses	13,939,000
Total Revenue	14,093,756
Ending Net Assets (unrestricted)	13,972,018

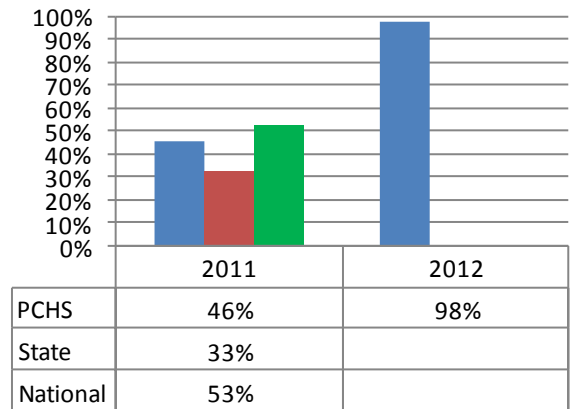
Total Functional Expenses:

Program Expenses	10,800,426
Management & General	3,138,574

*Fundraising Expenses

*PCHS fundraising support is provided through non-marketing staff. Expenses are nominal to the budget and are not specifically tracked.

Tobacco Cessation Intervention





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.

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 Cochrell
- Sharon Cromley
- Yolanda Fong
- Paul Hathaway
- Richard LeMieux
- Brittney McGhee
- Kim McKoy
- Reiko So
- Sharon Tucker
- Cassie Undlin

Thanks to our community partners for their support of PCHS in helping the people of Kitsap County and beyond.

Clinic Locations

Sixth Street Medical and Dental

616 Sixth Street

Wheaton Way Medical

2508 Wheaton Way

Port Orchard

320 South Kitsap Boulevard

Poulsbo

19917 – 7th Ave., Suite 205

A special thanks to our donors

- John and Catherine Ahl
- Michael and Elizabeth Anderson
- Otis and Margaret Blair
- Elizabeth Bondy
- Scott and Gail Bosch
- Dr. Brian and Debbie Bowman
- John and Ruth Buckner
- Georgia Carlos
- Mr. and Mrs. Daniel Collins
- Christopher Cook
- Patricia and Steven Degracia
- Steve Dixon, Attorney at Law
- Dr. Willa Fisher
- Gary and Debra Gartin
- Allan Hablutzal, DDS
- Dr. and Mrs. Charles Hamon
- Teri Hanson
- Judy Harris
- Edie Hayes
- Dr. Manfred Henne
- Martina Heshner
- Richard Hole
- Patricia Hopkins
- Lon Howard
- Leslie and Ann Irish
- Amy Jacobsen
- Martha Oaklander
- Don and Roberta Leonardy
- R.S. Lichtenberg
- Ken and Barbara Malich
- Mr. and Mrs. Wayne Martin
- Ellen Middents
- First Lutheran Church of Poulsbo
- Randy Mueller
- Reiko So
- Toshimi Polansky
- Kathleen Schultz, Attorney at Law
- Bradley Scott, Inc.
- Ms. Violet Siegel
- Andrew Strom
- Martin Tatum
- Dr. and Mrs. Ed Tegenfeldt
- Suquamish Tribe
- Larry Tuke
- Kitsap Unitarian Universalist Fellowship
- Presbyterian Women of Summit Avenue

THANK YOU

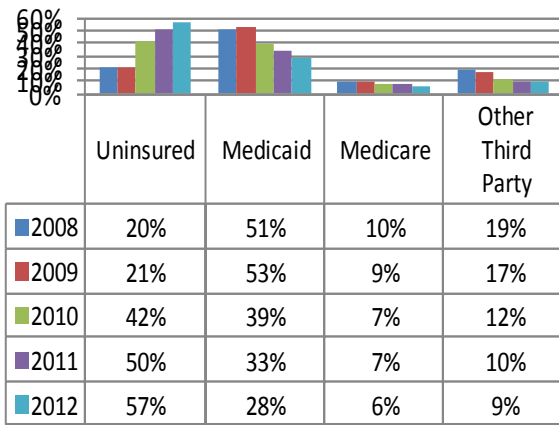
2012 ANNUAL REPORT



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



Payor Mix by Patients



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.