

# PCHS Milestones

Peninsula Community Health Services of Washington (PCHS) began formal operations as Kitsap Community Clinic (KCC) in December 1987. It was founded by the Access Task Force of the Kitsap Health Planning Council. KCC operated with a community advisory board that included volunteer providers and a small staff of seven. In 1993, the organization received its first §330(e) funding as a federally qualified community health center (FQHC). Over the years, the organization has gone through a multitude of changes including additional sites and expansion of services, but one thing remains the same, the basic mission for accessible, affordable, quality health care services for our communities.

**1987**

Kitsap Community Clinic (KCC) opens its doors on Pacific Avenue, downtown Bremerton, on December 9<sup>th</sup>, operating half-time.



**1988**

Staff of 11 provided 2,211 patient visits for primary care and 26 referrals and financial assistance for dental care. 87% of KCC patients have household incomes of less than \$1,000 a month.

**1989**

Volunteer medical director Willa Fisher, MD, fostered KCC to become an independent nonprofit organization. The first clinic director was hired in April. In 1989, KCC had 2,465 patient visits for primary care and 258 referrals and financial assistance for dental care.

**1990**

KCC began providing health care services on a full-time basis. The program expanded with the offering of the Women, Infants and Children (WIC) nutrition counseling and food supplement program at the Bremerton Clinic.

**1991**

Dr. Edwin Tegenfeldt joined KCC as its first medical director

**1992**

Primary medical services expanded to North Kitsap with the opening of a site in Poulsbo.

**1993**

The organization was accepted as a Federal Section 330 grant recipient, infusing \$233,125 in needed funding to clinic operations.

**1994**

KCC staff grew to 25, with Dr. Robert Rozendal heading the medical team of five physicians and an ARNP. The Regional Planning Council authorized CDBG (Community Development Block Grant) funds to purchase a building at 616 Sixth Street for renovation and use as a community health center. Barbara Malich stepped up to the role of Executive Director in September

1994. Year-end revenues are \$614,423. Total number of patients served grew to 6,466.

**1995**

The clinics enjoyed continued growth. More services and programs were offered to serve a growing population.

**1996**

Dental services were offered as a pilot project funded by United Way of Kitsap County. The organization's name changed to Kitsap Community Health Centers to better reflect expanded services. Poulsbo offices were expanded and relocated.



**1997**

KCHC moved to its new headquarters building, located at 616 Sixth Street. The building houses the Bremerton medical and dental clinics, a WIC program site, and administrative offices. August 1997 saw the opening of our dental doors to our first full-time dentist, Timothy Verharen, DDS. Dr. Robert Rozendal was named as new medical director.

**1998**

The Poulsbo Clinic expands to full-time hours with additional providers. The Dental program added a second dentist. A pharmaceutical dispensary was developed for KCHC sliding scale patients.

**1999**

KCHC acquired Grays Harbor Community Health Centers (GHCHC) and created a new corporate entity: Peninsula Community Health Services (PCHS). PCHS opened a third Kitsap County site located in Port Orchard. The number of patients seen by our health center providers increased by 41% with the expansion of services in Grays Harbor and Port Orchard. By the end of the year, staff grew to 85, the number of patients served was 12,860 and annual program revenues totaled \$3,736,483.



**2000**

A total of 15,901 patients received care through PCHS. This included 12,433 medical patients, 2,549 dental patients and 2,090 WIC consumers.

**2001**

PCHS completed a major renovation of the Bremerton clinic which created an expanded capacity for medical care and doubled the capacity for dental care. Administrative offices moved to a separate location in downtown Bremerton.



Ground is broken on a new site in Aberdeen, which when completed in spring 2002, would provide expanded primary medical services and a new dental care clinic for Grays Harbor County residents.

Provided dental education and outreach to 315 children and adults during PCHS' third annual "Smile Rescuers" free event.

National celebration for community and migrant health centers for 35 years of service to over 4,000 communities across the United States.

## 2002

The new health center in Aberdeen opened in June, providing Grays Harbor residents with a 14-exam room medical clinic and five-operatory dental clinic. To meet the growing needs of patients, PCHS launched an extended hours program at the Bremerton medical clinic offering weekday evening, weekend, and holiday hours. By year's end, the organization served 20,208 patients and employed more than 160 staff.

## 2003

PCHS participated in the national Bureau of Primary Health Care Health Disparities Collaborative for depression. A total of 95,771 medical and dental visits provided for 26,586 children and adults in Grays Harbor and Kitsap counties.

## 2004

The organization celebrated 15 years of providing comprehensive health care services for uninsured and underserved children and adults. By year's end, nearly 102,000 patient encounters have been provided in the communities where we serve. Our first Class A Pharmacy opened at 6<sup>th</sup> Street Clinic.

## 2005

The organization continued its vision to provide the highest quality health care services available. It worked with a half-dozen other state health centers to implement a new practice management program called NextGen. By year's end the combined clinics have serviced 26,634 children and adults through medical and dental visits. Ground was broken for a new state-of-the-art medical facility to replace the dated Port Orchard clinic.

## 2006

Operations began at the new Port Orchard clinic in mid-February. The organization continued its move into NextGen with the infrastructure for electronic medical records. After several months of negotiations, PCHS turned over control of the Aberdeen Medical, Aberdeen Dental, and Copalis Beach Medical clinics to Sea Mar Community Health Centers in November.



## 2007

PCHS partnered with six health, law enforcement, and social service agencies in establishing the Kitsap County Behavioral Health Alliance to focus on

improving mental health services in the county. A two-year grant awarded by the State Health Care Authority allows PCHS to increase behavioral health services for patients of the Port Orchard clinic. Dr. Regina Bonnevie Rogers was named Medical Director and Dr. Doug Felts as Chief Medical Officer.

**2008**

PCHS provided services to 17,465 patients through 53,032 medical and dental visits. Began a major renovation of an office suite in preparation to permanently relocate its Poulsbo Medical Clinic.

**2009**

With a reduced staff, due to a change in the economy, the organization saw an impressive 20,959 patients for a total of 66,622 individual medical and dental visits. The relocated new clinic in Poulsbo was opened.



**2010**

Local homeless rates increased tremendously in Kitsap County and Peninsula Community Health Services saw an increase in uninsured rates of patients from 26% in 2009 to almost 42% in 2010. Although the outlook seemed dismal for community health centers with all of the cuts at the state and federal levels, PCHS continued to keep an open door for all.

**2011**

PCHS Board of Directors approved the development of a new clinic site across from Harrison Medical Center hospital in east Bremerton, due to an increase in patient enrollment. PCHS transitioned to complete utilization of patient electronic medical records in both medical and dental. Increase of the uninsured reached 50% of all PCHS patients. The Quality Department became more robust with the hiring of a Quality Director.

**2012**

The new Wheaton Way Clinic opened in January with an extended hours program. Four onsite pharmacies became fully electronic and integrated with medical and dental electronic records. A pilot program around patient centered medical home was implemented at the Wheaton Way site.



An all-staff celebration of 25 years of community service included recognition of founders and past board presidents held in August with a staff ice cream social event.



The Board of Directors re-endorsed the mission statement and added a guiding principle: *To see and value every person who comes through our doors*. PCHS providers saw 22,934 unduplicated patients.

PCHS pharmacies received the “Innovative Pharmacy Practice Award” for 2012, with a salute to Dr. Jennifer Kreidler-Moss, Pharmacy Director, from the Washington State Pharmacy Association.

In 2012, 19,991 patients used our medical services, 5,489 used our dental services, and 708 used our behavioral health services. The percentage of uninsured served by PCHS rose to 57%.

## 2013

The National Association of Community Health Centers (NACHC) awarded CEO Barbara Malich with the Elizabeth K. Cooke Advocacy MVP Award. The recognition honors the dedication and energetic efforts for advocates to generate public and political support for the strength and expansion of America's Health Centers. The award was presented at the 38<sup>th</sup> Annual NACHC Policy and Issues Forum in Washington, D.C, an event attended by nearly 2,000 community health center leaders from across the country.

PCHS saw 23,069 unduplicated patients in 2013. Four full-time certified Enrollment Specialist staff were added to help PCHS patients and the general public navigate the full implementation of the national Affordable Care Act. Our uninsured patient rate dropped to 32% from the 2012 figure of 57%.

PCHS achieved accreditation through the AAAHC (Accreditation Association for Ambulatory Health Care, Inc) which includes recognition as a patient-centered medical home, reflecting the growth of our Quality Program.



Expansion of the behavioral health program was made possible with a grant from the John A. Hartford Foundation, funded by a two-year Social Innovation Fund grant by the Corporation for National and Community Service. The Margaret A. Cargill Foundation provided the matching funds on our behalf. PCHS providers are collaborating with Project IMPACT (Improving Mood-Promoting Access to Collaborative Treatment) at the University of Washington. By year's end, PCHS employed four licensed behavioral health providers, a psychiatric ARNP, and a part-time psychiatrist on staff, integrating patient care with medical providers.

Pharmacy achieved accreditation as a Diabetes Education Program through the American Association of Diabetes Educators. PCHS pharmacies continued a tradition of high achievement by receiving across the board 100% in all categories surveyed by the Washington State Board of Pharmacies.

Opened Patient Services Center to centralize phone services.

PCHS website got a much needed makeover! The site is now modern and interactive. Come visit at [www.pchsweb.org](http://www.pchsweb.org).

## 2014

The Patient Care and Affordable Care Act became fully implemented January 1<sup>st</sup> enabling the uninsured to obtain insurance through the state's Washington Apple Health program or through the Health Benefits Exchange. The published State enrollment report reflected 68% of Kitsap County sign-ups accomplished through PCHS staff; PCHS uninsured rate drops to 6% by May. Adult dental services were reinstated to Medicaid in January by the state legislature. PCHS hired its first dental hygienist to help meet high community need.

Kitsap County Commissioners awarded PCHS funding for the SBIRT (screening, brief intervention, and referral to treatment) program in early June as part of the long-awaited passage of the 1/10<sup>th</sup> of 1% sales tax. The SBIRT program supports screening of substance and chemical dependency through an integrated program. As of September and October, PCHS processed 5,000 screenings (with a goal of 12,000 by next June) and 30 referrals to care.

August saw the return of back-to-school fairs in the clinics for the 14<sup>th</sup> year as part of NACHC's celebration of National Health Center Week. As part of the August week of focused commemoration, PCHS had occasion to present federal congressman Derek Kilmer with appreciation awards from both NACHC and PCHS for his support of community health centers.

PCHS was recognized nationally as one of 30 public and private health care practices as a 2014 Million Hearts® Hypertension Control Champion.



Congratulations to PCHS for being one of the 2014 Million Hearts® Hypertension Control Challenge Champions!

The Sixth Street Clinic restarted its Extended Hours program in December.

PCHS served 24,465 patients in 2014. The rate of uninsured patients dropped to 8% from the 57% of 2012 with implementation of the Affordable Care Act. PCHS employees now number about 180.

## 2015

Barb Malich, CEO, retired in July after 22 years of visionary, passionate advocacy for the underserved. The Board of Directors selected COO Jennifer Kreidler-Moss as new CEO.

A new dental clinic opened in August 2015 in Port Orchard to meet the gap in community access.

Administrative offices moved down to the 2<sup>nd</sup> floor of the KPS building in Bremerton - giving us 10,000 square feet! The move allowed the relocation of both the IS and the Health Information Management (HIM) departments to

Administration, making way to open our new behavioral health suite in Port Orchard and expand available services at the Wheaton Way located Patient Service Center.

## 2016

In February, PCHS opened a fifth medical clinic within the campus of Kitsap Mental Health Services one day a week.

In March, PCHS was awarded \$325,000 in federal funding to train and authorize staff for our newly created Suboxone treatment program.

In April, PCHS Behavioral Health Suite opened on the 2<sup>nd</sup> floor of the Port Orchard Medical Clinic.



In May, PCHS was awarded \$1M from the US Department of Health & Human Services to increase patient access. PCHS plans include an extensive remodel of the medical section at the Sixth Street clinic to expand access to 2,000 new, unduplicated patients as a patient-centered medical home.

Our first community mural was created on the backside of the Bremerton (6<sup>th</sup> Street) clinic in June 2016 with the help of community members.



In June, PCHS was awarded \$350,000 through the US Department of Health and Human Services to expand our oral health services, enabling the development of a third dental clinic. These services will be located on the campus of Kitsap Mental Health Services and support the dental needs of our mutual vulnerable population.

At the end of June, PCHS successfully achieved re-accreditation through AAAHC (Accreditation Association for Ambulatory Health Care, Inc.) which includes recognition as a patient-centered medical home, reflecting the continued dedication of our Quality Program to patient care.



Wi-Fi, both guest and secured, launched in all locations in preparation for implementation of Patient Portal and our new EMR system, Athena, which went live in October 2016.

## 2017

Promotion for the Patient Portal went into full swing in 2017. The Medication Assisted Treatment (MAT) program was fully launched, an apprenticeship program for medical and dental assistants started, and we hosted our first Crucial Catch Day.

The Board of Directors authorized the purchase of six acres of Bremerton land for future development.

Our first full-service new construction clinic was given a warm welcome by the Belfair community. The Mason County clinic opened in April at 31 NE State Route 300 on the second floor. This brought our medical clinic count to six and dental clinic count to four.



In the spring, Swedish Medical Center approached PCHS to absorb their Kingston clinic to maintain medical services in that area, at 25989 Barber Cut Off Road. With approval of the Board of Directors and after favorable negotiations with Swedish Medical Center, PCHS opened the PCHS Kingston clinic in May. The addition brought our total medical clinic count to seven and added medical care services for the under-served Kingston and the North Kitsap community.



In July, the Board of Directors updated the mission statement to *Peninsula Community Health Services provides accessible, affordable, quality health and wellness services for our communities*. The Guiding Principle was changed to read *To see and value every person*, in recognition of the trend toward telehealth and mobile services.

After a successful transition from the NextGen to Athena EMR platforms in October 2016, staff fully embraced the “MyPCHS” Patient Portal. Preliminary promotion to patients at the end of 2017 was encouraging for adoption rates.

In September, PCHS Almira increased the medical clinic hours from one day a week to four days a week, to meet the growing needs of our community. Also in September, PCHS launched video outreach and education boards in the patient lobbies, funded by a DHSII Grant. Kiosks were installed in the clinics to facilitate patient access to their records.

Our Medication Assisted Treatment (MAT) program went live this year in all medical clinics, with providers waived to initiate patients into treatment at all medical sites and the hiring of full-time Chemical Dependency Professionals.



Our first Crucial Catch Day was held in October, an all-day cancer screening and awareness day co-sponsored by the American Cancer Society and the National Football League. In one day, we provided 67 well women's exams, scheduled 15 mammograms, and connected with



over 100 patients and their families, focusing on breast, cervical and colon cancer screenings, education, and awareness. The event was well attended with special event cancer survivor speakers, the Seattle Seahawks Sea Gals, mascots Blitz and Boom and media coverage from CHPW's medical minute/King-5 TV.



A two-year grant from DentaQuest enabled exploration of dental program improvements. PCHS' first community health worker began in November with a focus on improving cancer screening visits for our patients. By the end of 2017, PCHS served 29,000 patients in our seven medical and four dental clinics. Staff now number over 230.

## 2018

The adoption rate for the Patient Portal reached 42% in January, nearing the goal of 50%.

The federal "fiscal cliff" continued to be a concern. In March, Congress extended 70% of community health center mandatory funding for the next two years.

Plans began to expand services with two mobile vans, one for behavioral health and the other for medical, as part of our organization's Strategic Plan. Future plans include a dental service mobile van.

PCHS was invited to bid on the Kitsap County jail medical program and submitted an RFP in the fall. Although we were not awarded the contract in the final determination, a partnership developed around MAT services. The Board of Directors endorsed the application as a means to provide continuance of care for part of our patient population.

Three cooking classes were offered to patients this year as part of PCHS' Chop Chop \$5,000 grant award from Amerigroup.

The State's Health Care Authority announced changes in June regarding the assignment of Managed Care Organizations (MCO). Our region was reduced from five to three MCOs effective in 2020. Community Health Plan of Washington (CHPW) and Coordinated Care were eliminated. The loss of CHPW affects a significant number of our patients.

Working collaboratively with Mason County officials, a one-provider school-based clinic in the North Mason School District started at the beginning of the school year. PCHS provided outreach services to the schoolchildren and staff.

Crucial Catch was held in two clinics this year, Port Orchard and Wheaton Way. PCHS plans to independently continue the helpful screening event.

A new dental clinic opened in Poulsbo in October as part of an innovative, collaborative model. The new Fishline building houses several social services organizations working together to serve a mutual population.

The number of PCHS Community Health Workers (CHW) quickly expanded by the end of the year to support patient services. Our CHWs help patients and their families navigate community resources, promote healthy behaviors, and help our patients improve and maintain their health status.

PCHS is a partner and participant in the Benedict House Respite community program.

Medication Boxes were installed in our pharmacy areas to facilitate the disposal of expired and unused medications.

A partnership with a Bremerton based Eastside Baby Corner (EBC) was formed early in the year. EBC provides free infant and children's items. PCHS staff coordinate receipt of needed items to PCHS patients. Staff contribute items which are collected and dropped off at the facility.



The Behavioral Health program continued to grow this year with additional psychiatric providers. Telehealth became a regular part of psychiatric visits. PCHS applied for a behavioral health licensure from the Division of Behavioral Health and Recovery to be recognized as a provider of mental health and substance use disorder services.

The medical and dental assistant apprenticeship program begun in 2017 is a success with 100% completion. Graduates accepted our employment offers. A second group began apprenticeship.

PCHS hosted two community forums for Senator Maria Cantwell and Senator Patty Murray this year, addressing issues around opioid abuse.

PCHS became a federal Title X subcontractee in September under the Kitsap Public Health District, supplementing the reproductive health care services we already provide.

Bremerton Sixth Street Clinic began another extensive remodel late in November which was completed around February 2020.

PCHS now provides medical care at eight sites and dental services at five. The number of employees is now 270. PCHS' work on quality metrics remain high despite rapid growth.

PCHS served 31,525 patients in 2018. Of those, just over 6,000 were homeless, 1,501 were veterans, and 11% were uninsured.

PCHS provided 118,372 visits in 2018. Visit increases were noted across all programs from the previous year: medical visits increased 8%, dental visits increased 16%, behavioral health visits increased 13%, and substance abuse visits increased 117%.

## 2019

January 22<sup>nd</sup>, PCHS opened Franklin Street, a one-provider clinic in Shelton, co-locating with Consejo Counseling and Referral Services. Consejo and PCHS partnered to provide downtown Shelton with integrated health care for primary and behavioral health care.

PCHS' partnership started at the Kitsap County Jail with MAT services.

Record snow days in February affect clinic openings.

March 1<sup>st</sup>, the Medical Mobile Clinic began its trek to expand services to those with access issues. First stop, Salvation Army.

Women's health services expanded in April with the onboarding of an experienced OB/GYN provider. Recruitment began for additional providers to build the program and include obstetrical services.

The Behavioral Health Mobile Clinic went on the road by the end of April with a team consisting of a community health worker (CHW), a Chemical Dependency Professional (CDP), and a Licensed Mental Health Counselor (LHMC).

PCHS achieved re-accreditation with AAAHC in June which included re-certification as a patient centered medical home. PCHS also applied and was awarded certification as a patient centered dental home.

July 1<sup>st</sup>, PCHS was appointed the lead organization by the Washington Health Benefit Exchange to oversee Kitsap County's Navigator assistance program for the *Washington Healthplanfinder* as well as for SHIBA to assist seniors' enrollment in Medicare.

In August PCHS was a recipient of an Integrated Behavioral Health Services grant. The federal grant is intended to "increase access to high quality, integrated behavioral health services..." PCHS will use the funds to further develop its already established integrated behavioral health services for the community.

Sixth Street Clinic hosted an open house for both mobile vans in August. Attendees included Senator Emily Randall, Representative Michelle Caldier, Congressman Derek Kilmer, and several local elected officials including Mayor Greg Wheeler.

Title X morphed into the Family Planning program due to federal/state conflict regarding funding. Washington state becomes the program manager.

Three new school-based clinics started in Kitsap County with the beginning of the 2019-2020 school year. Sites are located at Esquire Hills Elementary, Fairview Middle School, and Mountain View Middle School. Services include medical and behavioral health.

The Board of Directors endorsed adopting needle exchange services in Kitsap County and the program began October 1<sup>st</sup> with support from KPHD. The service is available throughout our five pharmacies with plans to later expand to the Behavioral Health mobile van to optimize access.

PCHS behavioral health staff join North Mason Fire Department's Quick Response Team (QRT) on November 4<sup>th</sup>, sending a Substance Use Disorder Provider (SUDP formerly titled CDP) to support the NMFD's calls involving overdose cases.