



**Peninsula
Community
Health
Services**



**Annual
Report
2017**



**Peninsula Community Health Services
provides accessible, affordable,
quality health and wellness services
for our communities.**

To see and value every person.



A LETTER FROM...

JENNIFER KREIDLER-MOSS, PHARM D CHIEF EXECUTIVE OFFICER



2017 was the Chinese Year of the Rooster. Rooster Years are noted to be a blend of **righteousness**, **justice** and **logistical** efficiency.

Throughout 2017, we continued to grow our scope of programs to meet the **right needs** of all the communities we serve. High on the year's list of accomplishments were our two new locations marking the far north and south ends of our service delivery area.

Everyone associated with PCHS works in some way to ensure **justice** in accessing healthcare for those with barriers. Whether it is those who are uninsured and access our sliding scale discount programs, our veterans who choose to access our low-barrier care or patients with commercial and high-deductible plans, PCHS welcomes everyone to our comprehensive patient-centered healthcare home model.

Logistical efficiency is only achieved with our commitment to team-based care, where every staff member has a role to play in the care of our patients. Not one person in our system, employed or volunteer, isn't an essential element in ensuring we can provide safe, quality and efficient care in a business model that allows us to remain financially sustainable, despite outside pressures to continuously streamline.

More than anything else, PCHS lived up to the image I imagine for the Year of the Rooster – loud, proud, and full of purpose from dawn to dusk! #WeArePCHS



CHRISTOPHER COOK, BOARD PRESIDENT

As Peninsula Community Health Services (PCHS) prepares for another year of operation, I would like to thank our community partners, stakeholders, volunteers, and Board members for their continued support and generosity. Their support, as well as the dedication of PCHS staff, has resulted in developing a high-quality, mission-driven organization dedicated to providing comprehensive and affordable quality healthcare services to our communities.

PCHS' service area includes Kitsap County and North Mason County. The primary factors impacting the access to primary health care include, but are not limited to, poverty, lack of primary care providers and health insurance, language, cultural barriers, and health disparities.

In 2017, we continued with our strategy to address these disparities for underserved individuals in Kitsap and North Mason Counties. The focus was to expand service capacity and healthcare services which resulted in opening new clinics in Belfair (April 2017) and Kingston (May 2017). PCHS also expanded its medical site practice from one day per week to four days per week in September 2017 at its Almira Medical Clinic, located on the campus of Kitsap Mental Health Services.

PCHS also continued to increase the breadth of substance abuse care to our patients through Substance Abuse Treatment and Medication Assisted Treatment programs. An example is the open forum held on the third Tuesday of each month for all patients at the PCHS Belfair Clinic.

PCHS is your primary care medical home, where our guiding principle is to "see and value every person." Thank you for all of your support in 2017 and the year ahead.

A YEAR IN REVIEW

2017 was a banner year for PCHS with two new clinics and a part-time clinic which launched full time. Our Patient Portal moved full steam ahead, lobbies went electronic, Medication Assisted Treatment (MAT) program became fully functional and we hosted our first Crucial Catch Day. By the end of 2017, PCHS serviced over 29,000 patients in our seven medical and four dental clinics with a staff of over 230 employees.

The long-awaited Belfair Clinic opened in April as PCHS's first full-service, new construction clinic in Mason County.



In the Spring, after favorable negotiations with Swedish Medical Center, PCHS absorbed the former Swedish Medical satellite clinic. Opening PCHS Kingston in May, this brought the total medical clinic count to seven and continues to fill a great need for medical care in underserved Kingston and the North Kitsap community.

In September, PCHS launched video outreach and education boards in the patient lobbies, funded by HRSA.

To meet the growing needs of the community, the Almira medical clinic increased the hours of operation from one day a week to four days a week.

After a successful transition from the NextGen to Athena EMR platforms, in October 2016, staff fully embraced the "MyPCHS" Patient Portal, ending 2017 with a 41.84% adoption rate.



#WeArePCHS

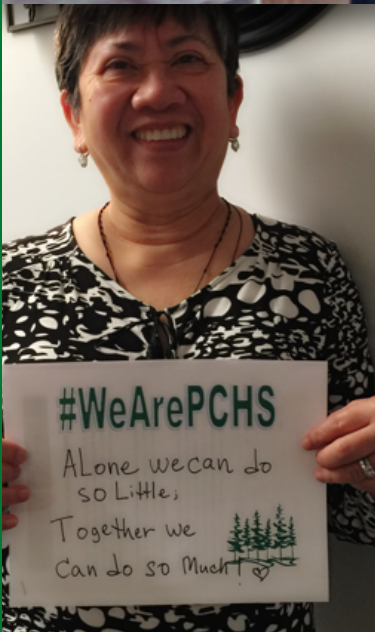


We at Peninsula Community Health Services ARE the community in which we live and work. We do the walk, we talk the talk.

Since 2016, PCHS staff have worked on a social media campaign with the hashtag #WeArePCHS to show our patients and community that we are part of this community – we are the neighbors, patients, people at the grocery store, and everywhere you go and we love our community just as much as the members of our community.

Our work at PCHS embraces our mission to improve the health and welfare of each and every member of our community.

We're all in this together!



CRUCIAL CATCH



67 Well Women Exams Provided

15 Mammograms Scheduled

Connected with over
100 patients & their families!

3,271
Mammograms
Performed in
2017



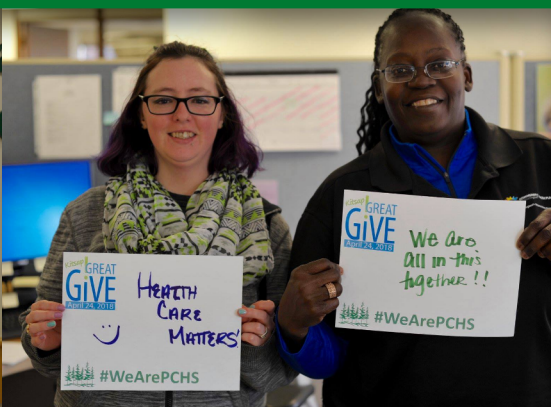
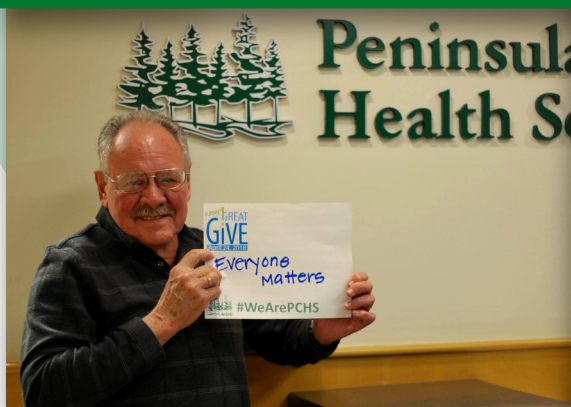
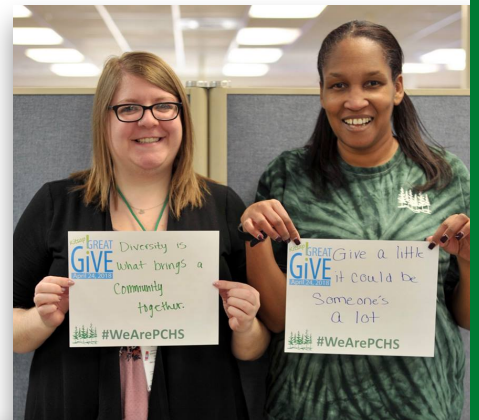
Our first Crucial Catch Day was held in October, an all-day cancer screening and awareness day co-sponsored by the American Cancer Society and the National Football League.

PCHS focused on breast, cervical and colon cancer screenings, education and awareness.

Kitsap **GREAT**
GIVE
MAY 2, 2017

The Kitsap Great Give is an annual opportunity for nonprofit organizations to participate in a 24-hour online-based fund-raising event. Donations to PCHS went directly to our patient assistance fund, enabling PCHS patients to access needed healthcare services not covered by insurance.

Donors to PCHS during the Kitsap Great Give raised over \$3,000, creating positive opportunities and touching the lives of many people in a helpful way.



30th Anniversary

Peninsula Community Health Services 1987-2017



Recognizing PCHS' beginnings in the late 80's, PCHS Board members and staff celebrated 30 years in the community this year with a flashback to the 80's theme, holding a family picnic event in September.

Participants sported favorite 80's hairstyles and clothing, re-discovered some 80's dance moves, and played games at the Bremerton Evergreen Rotary Park.



TOTAL INCOME

82% Income from Patient
Services
12% Income from BPHC
6% Income from other sources

TOTAL CHARGES

72% Medicaid
10% Medicare
11% Private Insurance
7% Patient Pay

MANAGED CARE CHARGES

27% Capitated
73% Fee for Service

27,093,052

27,783,664

11,144,369

AVERAGE CHARGE PER ENCOUNTER

AVERAGE COST PER PATIENT

TOTAL COLLECTIONS

81% Medicaid
9% Medicare
7% Private Insurance
3% Patient Pay
80% Overall Collection Rate

262

957

22,122,695

29,030 PATIENTS

103,567 VISITS

VISITS

PATIENT POPULATION

71,242
Medical

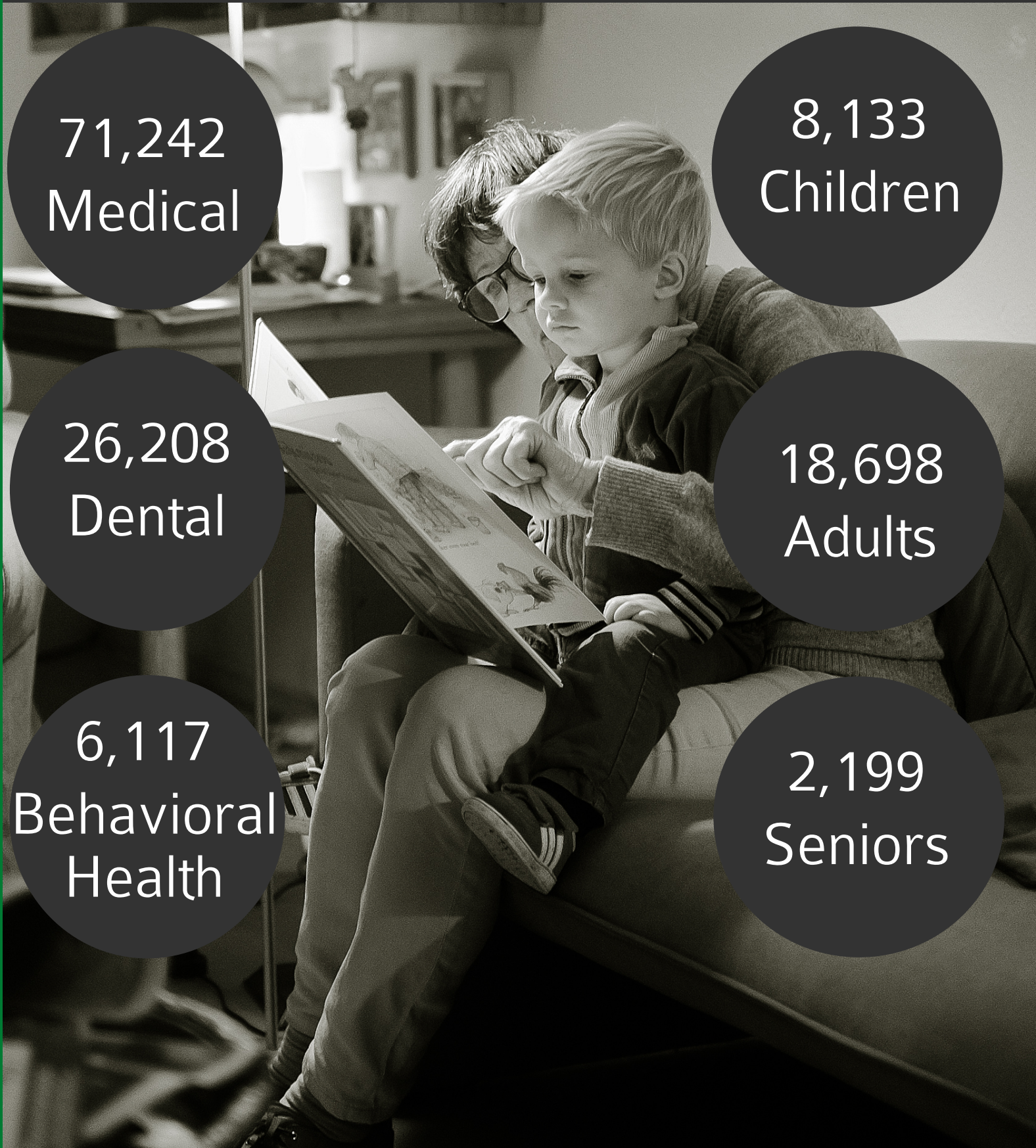
8,133
Children

26,208
Dental

18,698
Adults

6,117
Behavioral
Health

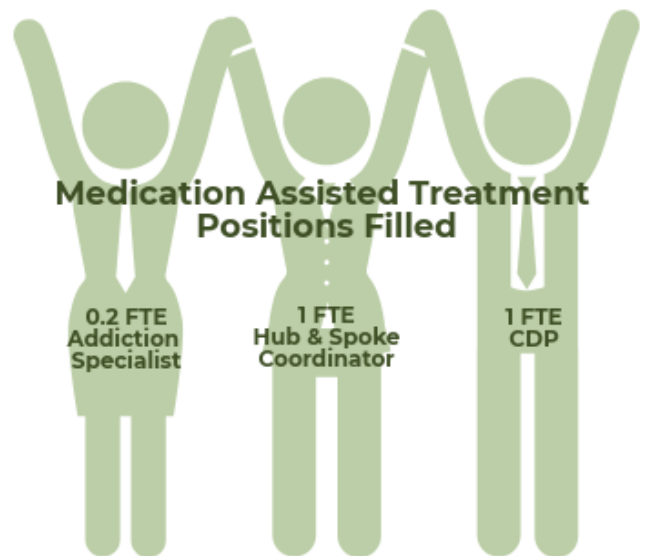
2,199
Seniors



MEDICATION ASSISTED TREATMENT 2017

Medication Assisted Treatment (MAT) is the use of FDA-approved medications, in combination with counseling and behavioral therapies, to provide a "whole-patient" approach to the treatment of substance use disorders.

Our Medication Assisted Treatment (MAT) program went live in all medical clinics, with providers waived to initiate patients into treatment at all medical sites.



Hub and Spokes

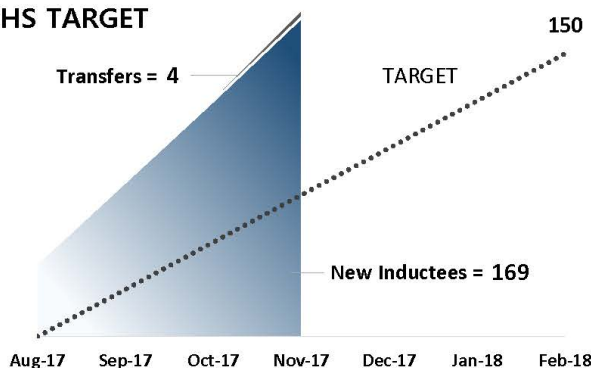
Peninsula Community Health Services

STR Monthly Summary Report

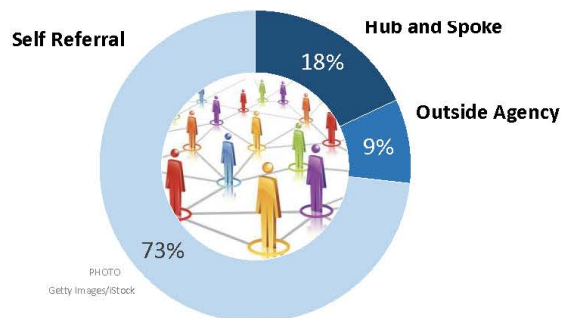
Total Treatment Events	174
Unduplicated Patients	173



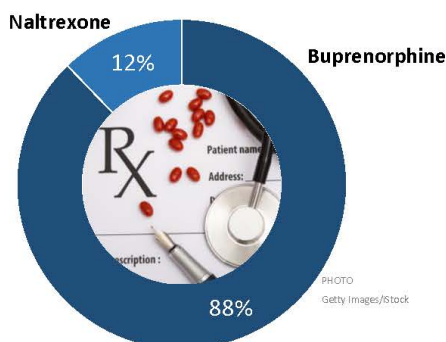
PCHS TARGET



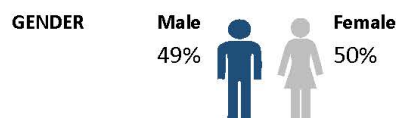
REFERRAL SOURCE



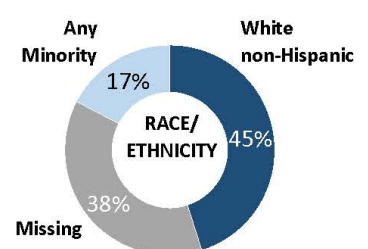
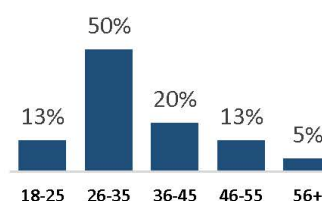
PRESCRIPTIONS



DEMOGRAPHICS



AGE DISTRIBUTION



HOW WE MEASURE UP

In 2017, Peninsula Community Health Services saw **6,728** children for **10,778** office visits which included **2,332** well child visits for **1,486** children.



144
Migrant/Seasonal
Farmworker
Patients



3,561
Homeless
Patients



1,140
Veterans



PCHS Performance 2016	PCHS Performance 2017	Measure Description	Compared to WA State Benchmark	Compared to National Benchmark
67.82	72.56	A1C \leq 9	Lower	Better
50.9	64.16	Adult BMI and F/U	Better	Better
92.09	96.89	CAD on Lipid Lowering Medication	Better	Better
33.62	47.29	Colon Cancer Screening	Better	Better
82.18	86.88	Depression Screening and F/U	Better	Better
51.05	56.21	High Risk 6-9 year olds w/ Sealants	Better	Better
70.1	72.73	HTN Controlled	Better	Better
96.34	92.47	IVD on Antithrombotic Therapy	Better	Better
5.45	1.72	Low Birth Weight	Better	Better
95.12	93.1	Persistent Asthma on Meds	Better	Better
90.93	95.85	Tobacco Screening and F/U	Better	Better

WE ARE GRATEFUL

for the individuals and
businesses whose generosity
make our work possible.

Michael & Elizabeth
Anderson

James Aurandt

Barbara Trafton & Bruce
Beall

Regina Bonnevie Rogers

Susan Buckles

Zackary Budiselic

Susan Chesbrough

Ashley Clark

Christopher Cook

Leonora Cross

Wayne & Marcy Daley

Josh DeWitt

Justin Eckert

Joann Estribor

Willa Fisher

Clair Flepel

Elizabeth Fling

Aaron Forster

Jeannette Franks

Gary Gartin

Stephen Willey &
Gretchen Gende

Lisa & David Glaze

Charles & Pamela
Hamon

John Hedges

Michael Insani

Leslie Jackson

Dale & Susan Knell

Joyce & Peter Knutsen

Cynthia Kramer

Jennifer Kreidler-Moss
& Family

Edward & Karen
Kushner

Daniel Lafferty

Patricia Lambro

Lee & Judi Leader

Natalie Logue

Margaret Lowe

Peter Lucas

Robin Luethe

Jennifer MacDonald

Peter & Debbie MacLeod

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Celeste Materne

Casey & Susan McGrath

Nicki & Mick McMahan

Lisa Giles & David
Mitchell

Mark Moss

Sharon Neidig

Molly Ohara

Jennifer Olmstead

Heidi Paul

Catherine Pitinga

Bradley Powers

Jeanell Rasmussen

Kimberly
Ricklefs-Barrett

Brian Rigg

Tina & Ken Robinson

Kristin Sanchez

Diana Schott

Patricia Schroder

Kathleen Schultz

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Amy Sharrett

Frank & Mary Stowell

Andrew Strom

Mike Derzon & Robin
Supplee

Edwin Tegenfeldt

Ann W. Cook & Greg
Thies

Debra Thompson

Cyndi Totemeier

Stephen Vittori

Joseph Wagner Family

Robert Weschler

Sherry Whitley

Ernie & Ellen Williams

Colleen Williams

Nohea Wilson

Monica Wood

Kitsap Unitarian
Universalist Fellowship

2017

BOARD OF DIRECTORS

Christopher Cook

*Community Representative,
Board President*

Monica Bernhard

Community Representative

Mary Ann Best-Rabonza

Patient Representative

Beryl Cochran

Community Representative

Sharon Cromley

Patient Representative

David Farr

Community Representative

Yolanda Fong

Community Representative

Paul Hathaway

Patient Representative

Evelyn Hetrick

Patient Representative

Renee Kimball-Rouse

Patient Representative

Al Pinkham

Patient Representative

Jeanell Rasmussen

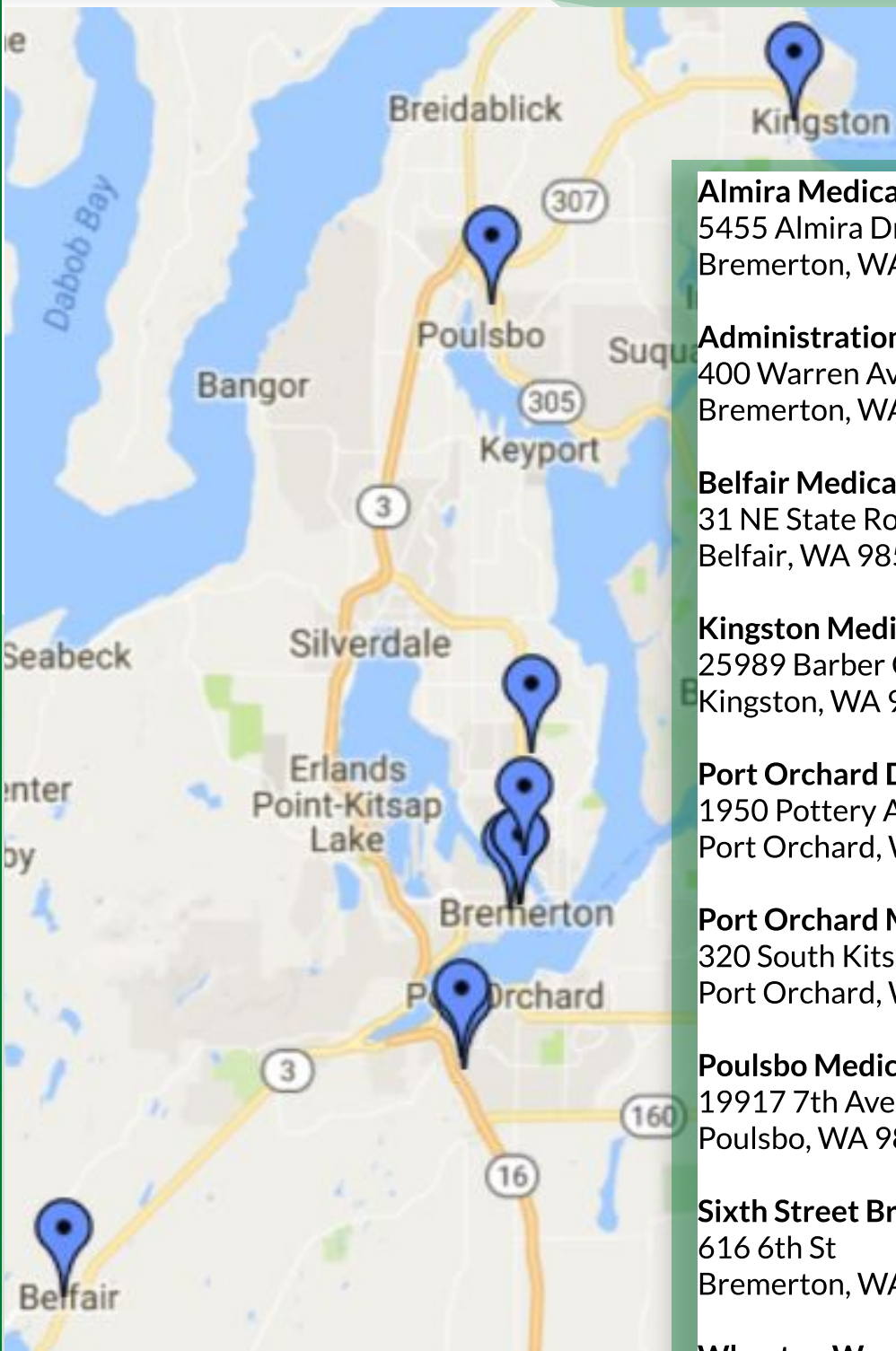
Community Representative

Claudia Realegeno

Patient Representative



WHERE WE ARE



Almira Medical and Dental Clinic

5455 Almira Dr NE
Bremerton, WA 98311

Administration Building

400 Warren Ave, Suite 200
Bremerton, WA 98337

Belfair Medical & Dental Clinic

31 NE State Route 300, Suite 200
Belfair, WA 98528

Kingston Medical Clinic

25989 Barber Cut Off Rd NE
Kingston, WA 98346

Port Orchard Dental Clinic

1950 Pottery Ave, Suite 170
Port Orchard, WA 98366

Port Orchard Medical Clinic

320 South Kitsap Blvd
Port Orchard, WA 98366

Poulsbo Medical Clinic

19917 7th Ave NE, Suite 205
Poulsbo, WA 98370

Sixth Street Bremerton Medical & Dental Clinic

616 6th St
Bremerton, WA 98337

Wheaton Way Medical Clinic

2508 Wheaton Way
Bremerton, WA 98310





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