



**Peninsula
Community
Health
Services**



2018 ANNUAL REPORT

WWW.PCHSWEB.ORG



OUR MISSION:

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

OUR VISION:

To eliminate healthcare disparities in our communities.

GUIDING PRINCIPLE:

To see and value every person.

CORE VALUES:

Patient Driven
Respectful
Empathetic



Susan Astle, Patient Representative
Monica Bernhard, Community Representative
Beryl Cochran, Community Representative
Christopher Cook, Community Representative and Board President
Sharon Cromley, Patient Representative
Paul Hathaway, Patient Representative and Board Treasurer
Evelyn Hetrick, Patient Representative and Board Vice President
Al Pinkham, Patient Representative
Jeanell Rasmussen, Community Representative
Shannon Turner, Patient Representative
Renee Kimball-Rouse, Patient Representative (*January – April*)
Claudia Realegeno, Patient Representative (*January – November*)

FROM OUR CEO



It is said there is nothing permanent except change. For PCHS, 2018 certainly continued to live up to that reality. The Year of the Dog was a favorable one and its often associated attributes of loyalty, hard work, and dedication paid off immensely as we served more patients at more sites than ever before.

One of our biggest accomplishments for 2018 was surely the growth of our medical and dental assistant apprenticeship programs. In addition, bringing services to our first school-based clinic was a major accomplishment in delivering care outside of our traditional clinic walls. In a complementary fashion, our outreach program is now such an integral part of what PCHS does, that it is no longer about attending a particular event – it is, instead, about being a community presence in all the geographic areas where we find our patients at work, at home, and at play. Many of our Community Health Workers partner with individual patients to help overcome barriers to essential care and services.

A big thanks to everyone who played a part in the success that PCHS saw in 2018. We simply can't succeed at being your local community health center without our staff, our local partner agencies, and each and every patient who comes to us for care and thereby helps support our agency which enables us to continue to serve the community.

With heartfelt gratitude,
Jennifer Kreidler-Moss, PharmD
Chief Executive Officer



PATIENT PORTAL

A Patient Portal service was added in late 2016 which allows patients to access their health information and manage clinic appointments. The word was spread and by the end of 2018, 59% of our patients had signed onto the portal.

MOBILE MEDICAL CLINIC

Patients cannot always get to the clinic for their health care concerns, so PCHS will go to them. With wholehearted approval from the PCHS Board of Directors, plans were developed in late 2018. Mobile vans will spread PCHS quality care for medical and behavioral health in 2019.

SIXTH STREET CLINIC REMODEL

The Sixth Street Clinic was our first clinic, moving from small office spaces on downtown Bremerton's Pacific Avenue to expanded offices in a newly renovated building on Sixth Street in 1994. The current remodel is the second one since moving into the building and demonstrates PCHS' commitment to providing care and services to the area.

POULSBO DENTAL CLINIC

PCHS added a fifth dental clinic with the opening of the Poulsbo Dental clinic at the Fishline Comprehensive Services building on Viking Avenue in October. The clinic is part of an innovative collaboration with several of our community partner agencies, offering social services for our community and our patients.

OUTREACH

Outreach started for school-based clinic services for the North Mason School District at the beginning of September. Navigators and Community Health Workers regularly visit various community centers and events to assist with insurance enrollment and provide information about PCHS services.



TITLE X AND FAMILY PLANNING

PCHS became a Title X subcontractee in September supplementing the reproductive health care services we already provide.

APPRENTICESHIP PROGRAM

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

COMMUNITY HEALTH WORKERS

The number of PCHS Community Health Workers (CHW) quickly expanded in 2018 to support patient services. In addition to community outreach services, our CHWs help patients and their families navigate community resources, promote healthy behaviors, and help our patients improve and maintain their health status.

EASTSIDE BABY CORNER OF BREMERTON

A partnership with a Bremerton based Eastside Baby Corner (EBC) was formed early in the year. EBC provides free infant and children's items.

RESPIRE CARE

PCHS became a partner with Catholic Community Services and CHI-Harrison Medical Center to pilot a homeless shelter with medical respite services. The respite program provides homeless patients who are discharged from the hospital with a place to stay at Benedict House while recovering from illness or injury. The combined housing and medical program was one of the goals of the Kitsap Community Health Priorities plan developed in 2014. Eight people completed the program by the end of the summer.

MEDICATION BLUE BOX

Kitsap County became the third Washington County to require drug manufacturers to provide drug stewardship. In early 2018, four PCHS pharmacies in Kitsap were installed with a blue drop box as a part of the drug take-back program while Belfair's PCHS pharmacy has a gray box under a separate arrangement. The drop boxes provide an easy and opportunistic place for people to drop off their unused, unwanted, and/or expired medications, keeping these off the street, out of easily accessed medicine cabinets, and helping the environment.

CHOP CHOP

Amerigroup donated \$5,000 toward a Chop Chop cooking workshop for our patients this year. Our dietitian, Holly Wolfe, led the workshops and demonstrated healthy food preparation.





BEHAVIORAL HEALTH PROGRAM GROWS

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.

MEDICATION ASSISTED TREATMENT

Our integrated Medication Assisted Treatment (MAT) program continues to grow – serving over 475 patients with substance use disorders in 2018. We also received county, state, and federal awards to expand our interdisciplinary MAT team in support of improved treatment access and care coordination – adding additional chemical dependency professionals, licensed mental health professionals, and community health workers. Collaborating with diverse community partners, our MAT program continues to foster opportunities to outreach, engage, and provide recovery support services to individuals seeking substance use disorder treatment.

PCHS welcomed Senators Patty Murray and Maria Cantwell in 2018 while they hosted meetings in our facilities to explore federal concerns related to opioid abuse.



CRUCIAL CATCH 2018

The NFL/American Cancer Society sponsored event to promote women's health screenings was held in both the Wheaton Way and the Port Orchard clinics in the final Year Two of the grant. We were honored to have several cancer survivors as speakers, as well as Bremerton Mayor Greg Wheeler and Jesse Gritton from the American Cancer Society. The Seahawks SeaGals and mascot Boom helped to liven up the event at the Wheaton Way clinic. Most of the PCHS clinics participated in the focused screening day with over 5,000 receiving care and education. PCHS plans to continue the event as it has become a successful way to help women get these important screenings.

24 Mammograms Scheduled

21 Mammograms Complete

55 Pap Exams Complete

88 Group Education Attendees

74 One-on-One Education Attendees



COMMUNITY EVENTS

PCHS is community-based and community-minded. We enjoy the opportunity to participate in the various festivals and events and meet people in a different setting than a clinical one! Here are a few that we went to this year.

ARMED FORCES DAY PARADE

PCHS staff volunteers and families joined the parade queue in Bremerton's Armed Forces Day parade on May 19th. This marks the 71st year for the long-running event. PCHS is pleased to support the American military and their families.



KITSAP PRIDE

PCHS volunteers attended the new Kitsap County Pride festival in July.

OYSTERFEST

Shelton is one of Washington's official seafood festivals if not *the* official "one". While PCHS volunteers did not enter the West Coast Oyster Shucking Championship contest, we did talk to a lot of festival-goers.

DAY OF CARING

PCHS staff participated in Kitsap County's United Way 25th anniversary on June 22nd with two projects: beautify Sixth Street by planting flowers and spreading fresh beauty bark in the morning and spending the afternoon at the Kingston Trails Cleanup.

RELAY FOR LIFE

The 2018 Relay for Life event was held at the Prendergast State Park in Bremerton. The event had a pirate theme for this year. Walkers around the track carried a special life preserver as the PCHS baton.



2018 FINANCIALS

PCHS Staff assembled and donated children's bicycles to Kitsap Community Resources' Christmas Angel Program.

Income

Patient Services \$27,328,601

Grants \$4,972,390

Other Sources \$795,638

Total \$33,096,628

Average Charge Per Encounter

Total Charges \$17,482,101

Total Encounters \$91,388

Total \$191

Total Charges

Medicaid \$23,040,219

Medicare \$3,223,673

Private Insurance \$4,254,362

Patient Pay \$2,464,884

Total \$32,983,138

Average Cost Per Patient Per UDS

Total Costs (Table 8A) \$27,116,163

Total Patients (2018 UDS) 31,525

Total \$860

Managed Care Charges Per UDS table 9D

Capitated \$3,761,511

Fee for Service \$9,180,523

Total \$12,942,034

Total Collections Per UDS Table 9D

Medicaid \$24,052,792

Medicare \$2,171,474

Private Insurance \$2,109,282

Patient Pay \$1,136,936

Total \$29,470,483





Washington
Association for
Community Health
Community Health Centers
Advancing Quality Care for All

HEALTH CENTER

IMPACT ANALYSIS



ECONOMIC IMPACT >>



\$49,480,108

HEALTH CENTER SPENDING



\$23,567,227

COMMUNITY SPENDING



\$7,752,767

TAX REVENUE

\$73,047,335

TOTAL ECONOMIC IMPACT



283

JOBS



31,525

PATIENTS



12

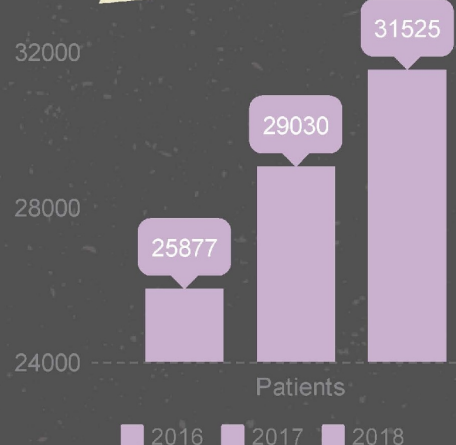
CLINICS

<< ACCESS TO CARE

PCHS offers the following services to patients regardless inability to pay: medical, dental, women's health, immunizations, well child services, chronic disease management, nutrition, mental health, substance use disorder, case management, transportation, translation, insurance enrollment.

- **118,372 VISITS**
- **34% PATIENTS LIVING IN POVERTY**
- **61% PATIENTS W/ MEDICAID**
- **12% PATIENTS UNINSURED**
- **19% PATIENT EXPERIENCING HOMELESSNESS**
- **97% PATIENT SATISFACTION**

GROWTH





31,525 PATIENTS

INCOME AS PERCENT OF POVERTY LINE

100% or Below	8,776
101-150%	5,102
151-200%	4,761
Over 200%	5,514



229

Migrant/Seasonal Farmworker
Patients & Dependents

PATIENTS BY MEDICAL INSURANCE

None/Uninsured	2,799
Medicaid (Title XIX)	18,836
CHIP Medicaid	259
Total Medicaid	19,094
Dually Eligible (Medicaid & Medicare)	1,907
Medicare (inclusive of dually eligible and other Title XVIII beneficiaries)	3,890
Private Insurance	5,742



6,019

Homeless Patients



1,501

Veterans

118,372 VISITS



MEDICAL VISITS

76,976

8% Increase from 2017



DENTAL VISITS

30,522

16% Increase from 2017

MENTAL HEALTH VISITS

6,896

13% Increase from 2017



SUBSTANCE ABUSE VISITS

2,669

117% Increase from 2017



11% Increase in
Total Visits
from 2017

THANK YOU DONORS!

Araceli Abenojar
Michael Anderson
Anonymous
Sherry Appleton
Christine Bailey
Remo Barr
Bill & Carol Barrow
Paul and Megan Benton
Mary Berglund
Monica Berninghaus
Lynette Bird
Jenine Bogrand
Ken Tyrrell
Connie Bonifield
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Juliet Isaac
Leslie Jackson
Kitsap Community Foundation
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Jenny & John Lange
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Mia Michalak
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Asha Rehnberg & Larry Pluimer
Kim Ricklefs-Barrett
Brian Rigg
Jerilyn San Nicolas
Diana Schott
Susan & Mark Shaffer
Amy Sharrett
Libby Shonsey
Tamara Smith
Eudelia Starr
Marc Stewart
Andrew Strom
Brenda Strowger
Jennifer Stutz
Mike Derzon & Robin Supplee
Stephanie Taylor
Dr. Edwin Tegenfeldt
Kathy Thompson
United Way of Kitsap County
David & Joyce Veterane
Andrea Viebrock
Stephen Vittori
William & Connie Waddington
Robert Weschler
Sherry Whitley
Jorge Barrios and Deanna Wilkes-Gibbs
Stephen Willey & Gretchen Gende
Monica Wood
Jillian Worth & Larry Weiner
In Memory of Dr. Debra Clyde

#WEAREPCHS



PCHS isn't done growing yet! Remodeling of the flagship Sixth Street Clinic started in late 2018 and will finish mid year 2019. There are plans to open new clinics in 2019. A new women's health care service will be added in 2019 so stay tuned to our website and Facebook page for breaking news.

PCHS currently employs about 250 people; by the end of 2019, that number will increase due to the addition of new programs and services as part of the integrated health care we provide to the communities we live and work in. We are excited to be a part of this community and thankful to the generous support we receive from our community partners and individuals.



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