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, PharmD
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 undeserved 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.
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!
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.

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.
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

AVERAGE CHARGE PER ENCOUNTER
$262

AVERAGE COST PER PATIENT
$957

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

$27,093,052
$27,783,664
$11,144,369

$22,122,695
29,030 PATIENTS
103,567 VISITS

71,242 Medical
8,133 Children
26,208 Dental
18,698 Adults
6,117 Behavioral Health
2,199 Seniors
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.
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.

<table>
<thead>
<tr>
<th>PCHS Performance 2016</th>
<th>PCHS Performance 2017</th>
<th>Measure Description</th>
<th>Compared to WA State Benchmark</th>
<th>Compared to National Benchmark</th>
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<tbody>
<tr>
<td>67.82</td>
<td>72.56</td>
<td>A1C &lt; .9</td>
<td>Lower</td>
<td>Better</td>
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<td>50.9</td>
<td>64.16</td>
<td>Adult BMI and F/U</td>
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<td>Better</td>
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<td>92.09</td>
<td>96.89</td>
<td>CAD on Lipid Lowering Medication</td>
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<td>Better</td>
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<td>33.62</td>
<td>47.29</td>
<td>Colon Cancer Screening</td>
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<td>Better</td>
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<td>82.18</td>
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<td>Depression Screening and F/U</td>
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<td>51.05</td>
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<td>High Risk 6-9 year olds w/ Sealants</td>
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<td>70.1</td>
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<td>HTN Controlled</td>
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<td>96.34</td>
<td>92.47</td>
<td>IVD on Antithrombotic Therapy</td>
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<td>5.45</td>
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<td>Low Birth Weight</td>
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<tr>
<td>95.12</td>
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<td>Persistent Asthma on Meds</td>
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<td>Better</td>
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<td>90.93</td>
<td>95.85</td>
<td>Tobacco Screening and F/U</td>
<td>Better</td>
<td>Better</td>
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WE ARE GRATEFUL for the individuals and businesses whose generosity make our work possible.

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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
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