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
OUR BOARD OF DIRECTORS

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 Relegenno, Patient Representative (*January – November*)
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
Expanding Access

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.

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.

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.

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 centers and events to assist with insurance enrollment and provide information about PCHS services.
SEE A NEED: FILL A NEED

**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.
**Respite 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

Total Charges
Medicaid $23,040,219
Medicare $3,223,673
Private Insurance $4,254,362
Patient Pay $2,464,884
Total $32,983,138

Managed Care Charges Per UDS table 9D
Capitated $3,761,511
Fee for Service $9,180,523
Total $12,942,034

Average Charge Per Encounter
Total Charges $17,482,101
Total Encounters $91,388
Total $191

Average Cost Per Patient Per UDS
Total Costs (Table 8A) $27,116,163
Total Patients (2018 UDS) 31,525
Total $860

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
ECONOMIC IMPACT

$49,480,108
HEALTH CENTER SPENDING

$23,567,227
COMMUNITY SPENDING

$7,752,767
TAX REVENUE

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

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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

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 XVII beneficiaries): 3,890
- Private Insurance: 5,742

229 Migrant/Seasonal Farmworker Patients & Dependents
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

11% Increase in Total Visits from 2017

Mental Health Visits: 6,896
- 13% Increase from 2017

Substance Abuse Visits: 2,669
- 117% Increase from 2017
Thank you donors!

Michael Grennan  
Dr. Allan and Gail Hablutzel  
Charlie and Pam Hamon  
Cindy Hare-Willis  
Cindy & David Harrison  
John Hedges  
Carol Herradura  
Abigail Hollinhead  
Art Schmidt & Robin Hunt  
Tamra Ingwaldson  
Michael Insani  
Juliet Isaac  
Leslie Jackson  
Kitsap Community Foundation  
Peter & Joyce Knutsen  
Cynthia Kramer  
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Jennifer Stutz  
Mike Derzon & Robin Supplee  
Stephanie Taylor  
Dr. Edwin Tegenfeldt  
Kathy Thompson  
United Way of Kitsap County  
David & Joyce Veteran  
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.