Mission:
The PCHS mission is to provide accessible, affordable, quality health and wellness services for our communities. Our patients come from all walks of life. PCHS services are available to our patients without regard for ability to pay.

Vision:
PCHS strives to eliminate healthcare disparities in our community. We have medical and dental clinics located throughout Kitsap and Mason Counties and a dedicated team working together to create a care plan that’s right for you. We also bring that care directly to our patients who can’t easily make it into our traditional clinics through our mobile clinics, school-based health centers, and by partnering with our community service agencies to deliver care on their premises.

Guiding Principle:
Here at PCHS, our guiding principle is to see and value every person. We believe all patients have the right to be treated with respect and dignity with an acknowledgment that this includes their cultural, social, spiritual, and personal values and beliefs.

Core Values:
Every member of PCHS stands by our Core Values: Patient-Driven, Respectful and Empathetic.
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Board Officers for 2020
Yolanda Fong, President – Member since 2011 - Community Representative
Monica Bernhard, Vice President – Member since 2009 - Community Representative
Christopher Cook, Treasurer – Member since 2006 - Community Representative
Paul Hathaway, Secretary – Member since 2012 - Patient Representative
Susan Astle – Member since 2017 - Patient Representative
Beryl Cochran – Member since 2013 - Community Representative
Sharon Cromley – Member since 2012 - Patient Representative
Brynn Felix – Member from May 2019. Served until July 2020.
Evelyn Hetrick – Member since 2005 (previously served 1987-1988) - Patient Representative
Margaret Moore – Member from December 2018 through July 2020; served as Board Treasurer, January – Served until July 2020.
Jo Pederson – Member since June 2020 - Patient Representative
Al Pinkham - Member since 2010 (previously served 2001-2006) - Patient Representative
Jeanell Rasmussen – Member since 2014 - Community Representative
Letter from
the CEO

Finding words to capture all that was 2020 seems a near impossible task. When we started off the year, we thought the biggest event on the PCHS calendar was going to be our federal inspection during the second week of March, which occurs every three years. No one could have foreseen that this would coincide with the beginnings of a worldwide pandemic that has forever changed our lives. We all suffered losses along the way. At times, we lost our sense of freedom. At times, we lost connections to friends, family, and loved ones. There are even those among us who lost loved ones to COVID itself, or to other illnesses and diseases, during a time in history when caregiving and mourning was affected by the pandemic itself. Our country acknowledged its divisions over politics and privilege. And on the broadest of scales, many, many people lost a bit of themselves in one way or another during this turbulent time.

However, PCHS survived 2020, and in many ways, it thrived. It thrived because it did what a community health center does best: We came together as a whole to support the collective. Every single day, our staff came to work for the patients who needed care. Whether that was immunizing kids, saving infected teeth, treating wounds, checking on our growing babies, or providing needed counseling to deal with social isolation, our staff was here for our patients. All of our staff, and not just our clinical staff, were essential. They ensured that we could provide a safe environment for services, as well as telehealth services. Just as important as our staff, our patients were there for us. Our usual patients – and many new patients as well – trusted us to provide routine care, as well COVID-specific care. We stretched in all kinds of new directions, sometimes on a near weekly basis, to contribute our part to community healthcare.

As we ended 2020, we were honored to begin the final chapter of the pandemic stage of COVID by delivering some of the first COVID vaccines in our region to first responders and healthcare workers. After so many months of fatigue, fear, and helplessness, the hope and joy that our vaccine work brought to our colleagues was a highlight in my personal and professional career like no other. I am proud to have served as the CEO of such a dynamic organization during such a pivotal time in history and thank everyone who played their part in serving our community.

With Heartfelt Appreciation,

Jennifer Kreidler-Moss Pharm.D. CMPE
Chief Executive Officer,
Peninsula Community Health Services
Love Yourself

2020 was a challenging year for preventative care, however, as soon as we could restart routine screenings, we worked hard to bring back our popular Love Yourself events with Mobile Mammography in partnership with Assured Imaging. Once routine screenings reopened, we rotated clinic sites and hosted two day events, instead of one day events, to help our patients get caught up on their preventive care. This change to the two day event helped us complete 3 times as many mammograms for our patients in 2020 than in the prior year, with a total of 262 patients getting screened right at their home clinic. While we have excellent imaging partners in our community, some-times being able to get your screening done in the clinic you go to feels more comfortable or is more convenient. We are so proud to offer this mobile option for our patients!

Mobile Dental

The PCHS fleet welcomed a new Mobile Dental clinic in 2020 and is scheduled to serve Kitsap, Mason, and Pierce counties in early 2021! The mobile Winnebago will visit schools and assisted living facilities as well as participate in outreach activities in the communities.

Mobile Expansion— BAT (Bremerton Ambulatory Team)

In May, the Bremerton Ambulatory Team (BAT) launched, borrowing the PCHS Behavioral Health mobile unit due to delayed delivery of the new unit. The BAT unit provided ER intervention services to frequent users of the Bremerton Fire Department’s EMT responders in a core area of the city.

Our Bremerton Ambulatory Team (BAT), in partnership with the Bremerton Fire Department, worked closely with certain patients that required additional support. This multi-disciplinary team consists of a Community Health Worker, Mental Health Counselor, Substance Use Disorder Professional, and a Primary Care Provider. In collaboration with the Bremerton Fire Department and other community partners, BAT offers proactive services tailored to one’s individual needs.

Silverdale / Agape

During the pandemic, PCHS was able to open the Silverdale clinic to provide Wellness exams for pediatric patients in April of 2020. Many exams (no sick visits) were re-directed to the Silverdale clinic to provide assurance to parents during the uncertain times. Our pediatric patients were invited to come in and receive their well child exams and sport physicals as our 3 Pediatricians rotated to that site. In September of 2020, we opened our doors to all patients for all visits including our dental patients. The Dental Clinic has been able to service dental needs in the Central Kitsap community. PCHS behavioral health services started April 20th at Agape through using telehealth. The AIMS (Agape Integrated Mental Health Services) program is a partnership between Agape and Peninsula Community Health Services that will provide co-occurring services to participants at Agape Treatment Center.
School-Based Health Centers

PCHS expanded school clinics in the Central Kitsap district to provide much needed medical and counseling services at Barker Creek and Klahowya for kids as they returned to school.

Behavioral Health

School-based health clinics continued to address student’s needs, which included suicidality, depression and anxiety as well as anger issues. We expanded services to include parenting classes for parent’s who took on new roles as educators within their homes during COVID. Classes addressed student boredom, academic success and watching out for high-risk behaviors with children in the home.
COVID-19 Impacts

Our Mobile Program doubled-down on its outreach efforts and dedication to our community during the COVID pandemic. We stood up a centralized, drive-through COVID testing site at the Kitsap County Fairgrounds. We did mass-testing / surveillance at shelters and several treatment facilities. We did home visits for several folks who needed testing and/or care but lacked safe transport options. We provided the medical and behavioral health support services for those at the Kitsap County Quarantine and Isolation facilities. We had several Mobile Pediatrician events that helped families with barriers to care.
COVID-19 Impacts

Thank you to our remarkable partners, our own PCHS staff, as well as the community for their ongoing donations during the pandemic!!

N95 masks from Lowes!

Endless supplies of Covid necessities!

Masks from our surrounding communities!

Hand sanitizers from Heritage Distilling in Gig Harbor!

Soap
Tissues
Paper Towels
Bottled Water
Laundry Detergent
Forehead Thermometers
Individually Sealed Snacks
Paper or Styrofoam Cups
AA & AAA Batteries
Garbage Bags
Plastic Utensils

Uber Eats for our hard-working, dedicated & tireless staff!

USDA Free Meals for Kids all year!

Lambro Construction for roofs for our COVID-19 testing sheds project!

Our own Mobile Pediatrician, Dr. Le!
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- USDA Free Meals for Kids all year!
- Our own Mobile Pediatrician, Dr. Le!
- Lambro Construction for roofs for our COVID-19 testing sheds project!
- Endless supplies of Covid necessities!
- Masks from our surrounding communities!

Back to School supplies from our partners: United Health Care, Molina Healthcare, CHPW, Coordinated Care and Amerigroup!
Our First Baby! 
July 2020!

PCHS delivered 105 babies in 2020 and 42% of our total births. Our OB/GYN specialists completed 3,071 visits. Our Specialists are skilled in both obstetrics and gynecological specialty care.

We had several Mobile Pediatrician events that helped families with barriers to care. 1st trimester access to prenatal care improved by 26% and low birth weight infants improved by 24% from 2019 to 2020 with PCHS’s obstetrics program launch!!

Christopher Prompuntagorn, MD
Jacqueline Proudfoot, MD
Jorge Zapata, MD
Our pharmacies creatively maneuvered through COVID by offering curbside delivery of prescription medications as well as curbside Anticoagulation management services.

In the height of COVID, when cleaning supplies were on backorder, we compounded bleach solutions for cleaning the clinics – luckily for all, that was short-lived!
2020 PCHS Awards
Non-Profit of the Year!

From top left to bottom right:
Chris Cook, Jennifer Johnson-Joefield
Anthony Lyon-Loftus
Jennifer Kreidler-Moss
Albert Carbo, Lynette Bird

Thank you for voting us Best Health Clinic four years in a row!
...and Now #1 Best Dentist!

Peninsula Community Health Services
(360) 377-3776

Peninsula Community Health Services provide accessible, affordable, quality health care for our communities.

Mobile Award from our partner, Olympic Community of Health!

2020 First Place
Peninsula Community Health Services
Bremerton Medical Clinic

Thank you for voting us Best Dentist in Kitsap and Bremerton!

Central Kitsap and Bremerton!

We are committed to provide our community the best health care possible!

THANK YOU
Kitsap County

We are committed to provide our community the best health care possible!

THANK YOU
Kitsap County

Winner of the Kitsap Daily News' 2020 Best Nutritionist

Winner of the Kitsap Daily News' 2020 Best Dental Hygienist

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Winner of the Kitsap Daily News' 2020 Best Dental Hygienist
We won the only Health Center Quality Leader award in the state!
2020 Grants

We wish to thank the following partners for supporting our work in 2020 to deliver care to our communities

Kitsap County

  COVID-19 Emergency Response - Q&I and 911 w/ Kitsap County

Pacific Source

  PacificSource Health Plans - Community Health

Olympic Community of Health

  OCH - Coronavirus Response

Kitsap Community Foundation / United Way of Kitsap County

  COVID-19 Response Fund

Direct Relief

  Direct Relief - COVID-19 Response Fund for Community Health

Community Health Plan of Washington

  CHPW COVID-19 Distribution Grant

Bainbridge Community Foundation

  Bainbridge Community Foundation Grant

Acora Foundation

  Arcora Foundation Safety-net COVID-19 Support Grant

Molina Healthcare

  Molina - COVID Grant Distribution

Kitsap Public Health District

  COVID Relief Grant
2020 Financials

**Average Cost Per Encounter (per UDS)**

- Average Cost: $271
- Total Cost: $34,566,918

**Income (per UDS table 9D)**

- Patient Services: $28,492,772
- Grants: $13,786,280
- Other Sources: $648,983
- Total Income: $42,928,035

**Total Charges (per UDS table 9D)**

- Medicaid: $25,602,722
- Medicare: $4,787,756
- Private Insurance: $6,885,302
- Patient Pay: $3,266,383
- Total Charges: $40,542,163

**Total Collections (per UDS table 9D)**

- Medicaid: $21,524,774
- Medicare: $2,462,983
- Private Insurance: $3,019,345
- Patient Pay: $1,485,670
- Total Collections: $28,492,772

Source: Uniform Data System
PCHS passed its federal (HRSA) operational site visit in early March with absolutely no initial findings and joined the small number of community health centers nationwide able to do so in this round of compliance audits.

In March, Kitsap County felt the beginning impact of a global spread of a highly contagious novel coronavirus. PCHS clinics remained open to serve the community with the dental services provided on an emergent basis.

PCHS helped to staff the County’s two Quarantine and Isolation sites and a PCHS provider assisted the 911 program with overflow calls and providing virtual office visits.

PCHS began COVID-19 testing for established patients at the Fairgrounds April 27th and expanded later to the community, offering a model with a medical office visit to promote patient education. Telehealth visits were adopted and used to some extent.

The PCHS Board of Directors approved expansion within Central Kitsap School District including Barker Creek Community School and Klahowya Secondary School.

The Board of Directors approved a new clinic site in the Key Peninsula area providing comprehensive services. The clinic is anticipated to open November, 2021.

The first coronavirus vaccines became available in December. PCHS became a contracted vaccinator with Washington State’s Department of Health.

Vaccination of PCHS employees began on the December 16th as part of the first roll-out stage for health care workers and first responders.

PCHS services are now provided at 11 clinic site locations, 6 schools, 5 mobile units and 3 partner sites (Agape, Consejo and Salvation Army) - located in Kingston, Poulsbo, Silverdale, Bremerton, Port Orchard, Belfair, and Shelton.
Quality Care & Safety - Caring for You

Meeting You Where You Were!

You’re there, We’re Here!!

Even though we were living through the pandemic turmoil, PCHS STILL improved its quality of care in 2020!

- FULL vaccination of 2 year old children reached it’s highest performance of the past 5 years!
- Dental sealants to protect higher risk children from future cavities exceeded state and national benchmarks by 26% AND it was our best performance in 5 years!
- Cervical Cancer Screening IMPROVED for the 3rd year in a row and remains above the WA State benchmark!
- Patients with cardiovascular disease or diabetes, who should be taking a statin medication to protect their heart, improved AND exceeds state and national rates.
- Patients with disease states that place them at higher risk for stroke or heart attacks who need to be on medication to keep their blood thinned, remained far above state and national rates.
- Blood pressure control for patients with hypertension outperformed state benchmarks by 4% and national benchmarks by 13%!
- Blood sugar control for our patients with diabetes was the best it has been in the past 5 years.
- We were here to help you via telehealth: tablets: curbside pick-up and home visits.
<table>
<thead>
<tr>
<th>Service Type</th>
<th>Count</th>
<th>Percentage Change from 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Visits</td>
<td>87,149</td>
<td>9.5% increase</td>
</tr>
</tbody>
</table>
| Dental Visits                      | 24,506| Emergency dental increased by 7%!
| Behavioral Health Visits           | 16,089| 8% increase                 |
| Obstetrician Gynecologists         | 3,071 | (Included in medical visit count) |
| Homeless Patients                  | 7,395 |                             |
| School-Based Health Center         | 361   |                             |
| Veterans                           | 1,576 |                             |
| Agricultural Workers & Dependents  | 377   |                             |
| CHW Contacts                       | 4,056 |                             |
| Eligibility Visits                 | 2,425 |                             |
| Mammograms                         | 44    |                             |
| SUD (no charge)                    | 471   |                             |
| Labs                               | 2,084 |                             |
| Misc.                              | 701   |                             |
Patients by Medical Insurance

<table>
<thead>
<tr>
<th>Category</th>
<th>Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>None/Uninsured</td>
<td>3,336</td>
</tr>
<tr>
<td>Total Medicaid</td>
<td>20,322</td>
</tr>
<tr>
<td>Medicare (inclusive of dually eligible &amp; other Title XVIII beneficiaries)</td>
<td>4,304</td>
</tr>
<tr>
<td>Private Insurances</td>
<td>7,015</td>
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<tr>
<td>Total</td>
<td>34,977</td>
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- None/Uninsured: 20%
- Total Medicaid: 58%
- Medicare (inclusive of dually eligible & other Title XVIII beneficiaries): 12%
- Private Insurance: 10%
Income as Percent of Poverty Guideline

Race/Ethnicity - Demographic Characteristics

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<tr>
<td>100% and below</td>
<td>11,076</td>
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<tr>
<td>101-150%</td>
<td>7,181</td>
</tr>
<tr>
<td>151-200%</td>
<td>4,079</td>
</tr>
<tr>
<td>Over 200%</td>
<td>6,503</td>
</tr>
<tr>
<td>Unknown</td>
<td>6,138</td>
</tr>
<tr>
<td>Total</td>
<td>34,977</td>
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Race/Ethnicity Distribution:

- Asian: 1,866
- Hawaiian and Other Pacific Islander: 1,014
- Black/African American: 1,604
- American Indian/Alaskan Native: 813
- White: 22,499
- More than one race: 1,128
- Unreported/Refuse to report race: 6,053
- Total: 34,977
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We are Grateful for our Donors!

Yolanda Aldana
John Alsteen
Michael Anderson
Abigail Anton
Monica Bernhard
Bremerton Kiwanis
Ann Bruce
Sandra Carlson
Maria Cash
Shalini Chatan
John Clauson
Tamara Clough
Christopher Cook
Caron Cromwell
Marsha Cutting
Jack & Tricia Davis
Molly Dey
Mandeep Dhawan
Jonel Estribor
Brynn Felix
Robin Fulford
Regina Gaudette
Kent Granzow
Barbara Greene
Susan Griggs
Francis Guevarra
Pam/Charles Hamon
John Hedges
Corissa Helm
Carol Herradura
Julia Hoak
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Patricia Lambro
Dianne Levisohn
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Dorothea & Ralph Lintz
Cindy Long
Stanley Mack
Emily Manley
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Julie Mills
Mark Moss
Spring Munsel Gideon
Roger Newton
Karrie Noll-Gherna
Bethany Nupen
Evelyn Obnial
Royanne Officer
Jennifer Olmstead
Donna Poole
Jessica Quintanilla
Dana Quitslund
Ella M. Rae
Kathleen Schultz
Beverley Luckey-Short & David Short
Julie Shryock
Emily Skoro
Susan Sokolich
Jennifer Stutz
Nyomi Vann
Andrea Viebrock
Stephen Vittori
Sherry Whittley
Bruce Williams
Monica Woods
Deborah Woolston
Day of Caring

Every year, we hold our annual Day of Caring event in collaboration with the United Way. Even through the pandemic, our amazing & dedicated team got out and helped clean up and beautify the grounds of our clinics.
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Our Mobile Fleet!

- Bremerton Ambulatory Team-Kitsap
- Quick Response Team-Mason County
- Behavioral Health Team-Kitsap
- Mobile Dental and Primary Medical-Kitsap
The Box!!
Best Christmas Gift EVER!

We ended the year with the beginning of COVID vaccines! PCHS became a contracted vaccinator with Washington State’s Department of Health. Vaccination of PCHS employees began on December 17th as part of the first rollout stage for health care and first responder workers. The Pharmacy team started the paperwork and developed the protocols which would lead PCHS to becoming a Community vaccination site for both Kitsap and Mason counties.