

# 2019

## ANNUAL REPORT

*Supporting healthy communities in Kitsap,  
Mason, and Olympic Peninsula areas*



Peninsula  
Community  
Health  
Services

[www.pchsweb.org](http://www.pchsweb.org)

**Mission:** 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 patients without regard for ability to pay.

**Vision:** To eliminate healthcare disparities in our communities

We have medical and dental clinics located throughout Kitsap and Mason Counties with a dedicated team working together to create an individualized care plan for every patient.

**Guiding Principle:** To see and value every person

We believe all patients have the right to be treated with respect and dignity and acknowledge that this includes their cultural, social, spiritual, and personal values.

**Core Values:** Patient-Driven, Respectful, Empathetic

Every employee of PCHS stands by our core values.

## PCHS Annual Quality Awards



# PCHS Board of Directors



**Susan Astle** *Patient Representative*

**Monica Bernhard** *Community Representative*

**Beryl Cochran** *Community Representative*

**Christopher Cook** *President, Community Representative*

**Sharon Cromley** *Patient Representative*

**Brynn Felix** *Patient Representative*

**Yolanda Fong** *Secretary, Community Representative*

**Paul Hathaway** *Treasurer, Patient Representative*

**Evelyn Hetrick** *Vice President, Patient Representative*

**Margaret Moore** *Patient Representative*

**Al Pinkham** *Patient Representative*

**Jeanell Rasmussen** *Community Representative*

**Shannon Turner** *Patient Representative*

**David Windom** *Community Representative*

# From Our CEO to You

**When I first started working at PCHS in 2003, I never imagined the organization which serves our communities today. At the time, we had three medical clinics with one co-located dental clinic, only one of which (6th Street) we have not outgrown and relocated over the years. By the end of 2019, our three delivery sites have technically grown to 20 - with seven sites being added during 2019 - our biggest growth year in history!**

**Not only did we grow in sites, we grew in programs too. During 2019, we became the lead organization in Kitsap County for Medicaid and Medicare enrollment assistance, thus enabling all residents in our area to find help accessing insurance programs for which they qualify. We took our programs on the road and went from a concept of one mobile to help patients reduce barriers to care to having a fleet of mobiles by year end. Our school-based programs grew from providing care at one school district to three with plans to expand in the works. For the first time in PCHS history, we now have added obstetrics providers to our team with planned deliveries in 2020.**



**Our greatest strength remains our employees, who work hard every day to fulfill the PCHS mission. Even though it is near impossible these days for all employees to know each other, what hasn't changed is that each and every employee has the opportunity to partner with the patients they serve in their home clinic - be it within four PCHS walls, within a partner agency's walls, or within one of our mobile clinic's moving walls. Behind the scenes are a whole team of key people making all the PCHS magic happen so that our patient interactions can occur in the most effective way possible.**

**Which brings me to myself.....I have the best job there is at PCHS! I get to spend most of my waking hours in what I truly believe is one of the most rewarding jobs in our region. I am surrounded by dedicated staff, a fearless Board of Directors, thankful patients, gracious donors, and supportive community partners. All together we play a role in improving the health and wellness of our region. For making 2019 such a successful year for our communities, I thank you for taking this journey together. Let's hope 2020 is just as eventful!**

**With Profound Appreciation,**

**Jennifer Kreidler-Moss, PharmD  
Chief Executive Officer**



# PCHS Growth

## Adding Obstetric Services

PCHS added OB services to our clinics. These services include providing female reproductive health, prenatal care, labor and delivery support, health education, and outpatient surgical procedures.

## School-based Health Centers

PCHS partnered with local schools to provide primary medical and behavioral health care services to students, their families, and school staff. Giving kids and teens access to health centers at school offers them an enhanced learning environment.

## Workforce Increase

PCHS expanded our workforce to increase access for more patients. We have experienced an 8% increase in encounters during 2019.

## Mobile Expansion

Mobile medical and behavioral health services were added for our Kitsap patients and the Quick Response Team (QRT) mobile began its work in Mason County. These mobile clinics are in response to recognizing community members might not be able to connect with primary care and behavioral health services at traditional clinic locations.



# Community Outreach

In 2019, Peninsula Community Health Services focused efforts on community outreach. Our goal was to broaden community knowledge of PCHS' services and assist community members in accessing affordable healthcare options. We expanded these services through several programs:

## Mobile Healthcare Clinics

Working with community partners where we serve patients outside of the traditional clinical setting throughout the Peninsula.

## Community Health Workers (CHW)

CHWs attended numerous events throughout Kitsap and Mason Counties. They also work in partnership with CHI Franciscan's Bremerton emergency room to facilitate follow-up care. CHWs also partnered with local jails to make resources available and help recently released inmates transition back into society.



#WeArePCHS

#PatientCentered

# Reoccurring Outreach Events

<b>Belfair Free Lunch</b>	<b>317</b>
<b>Community Free Pantry</b>	<b>835</b>
<b>DSHS</b>	<b>246</b>
<b>Kitsap Community Resources</b>	
Head Start	<b>7</b>
Steps Into Housing	<b>4</b>
<b>Saint's Pantry</b>	<b>500</b>
<b>Salvation Army</b>	
Free Clinic	<b>189</b>
<b>Son Rise Clothing Bank</b>	<b>287</b>
<b>Street Feed</b>	<b>541</b>
<b>Syringe Exchange</b>	
Belfair	<b>42</b>
Shelton	<b>114</b>
<b>The HUB</b>	<b>167</b>
<b>Treatment Court</b>	<b>18</b>
<b>WorkSource</b>	<b>136</b>
<b>Other*</b>	<b>3,631</b>
<hr/>	
<b><i>Total Participants</i></b>	<b><i>7,034</i></b>

\*This section refers to one-time events, including vaccination clinics, oral hygiene days, back to school nights, farmer's markets.



# SCHOOL-BASED HEALTH CENTERS

## 519 Children Served at PCHS School-based Health Centers!

**Esquire Hills  
Elementary School**

*Bremerton, WA*

**Fairview Middle  
School**

*Bremerton, WA*

**Mountain View  
Middle School**

*Bremerton, WA*

**North Mason  
School District**

*Belfair, WA*



*School-based health centers provide a crucial link between health and education, improving outcomes for students in both areas. With youth-focused health education and services available at school, more students are likely to stay healthy, feel supported, be in class ready to learn, and graduate.*





# Love Yourself

## March 26, 2019

### **Wheaton Way Clinic**

Total Mammograms:	9
Total Pap Smears:	6
Total of patients who had a Mammogram & Pap Smear:	3
<b>Total patients served:</b>	<b>18</b>

**PCHS introduced the Love Yourself event series where we partnered with Assured Imaging, CHI Franciscan and InHealth Imaging to provide mammograms and pap smears to female patients throughout the year.**

## May 10, 2019

### **Poulsbo Medical Clinic**

Total Mammograms:	12
Total Pap Smears:	18
Total of patients who had a Mammogram & Pap Smear:	4
<b>Total patients served:</b>	<b>34</b>



## August 6, 2019

### **Belfair Medical Clinic**

Total Mammograms:	18
Total Pap Smears:	7
Total of patients who had a Mammogram & Pap Smear:	3
<b>Total patients served:</b>	<b>28</b>

## September 5, 2019

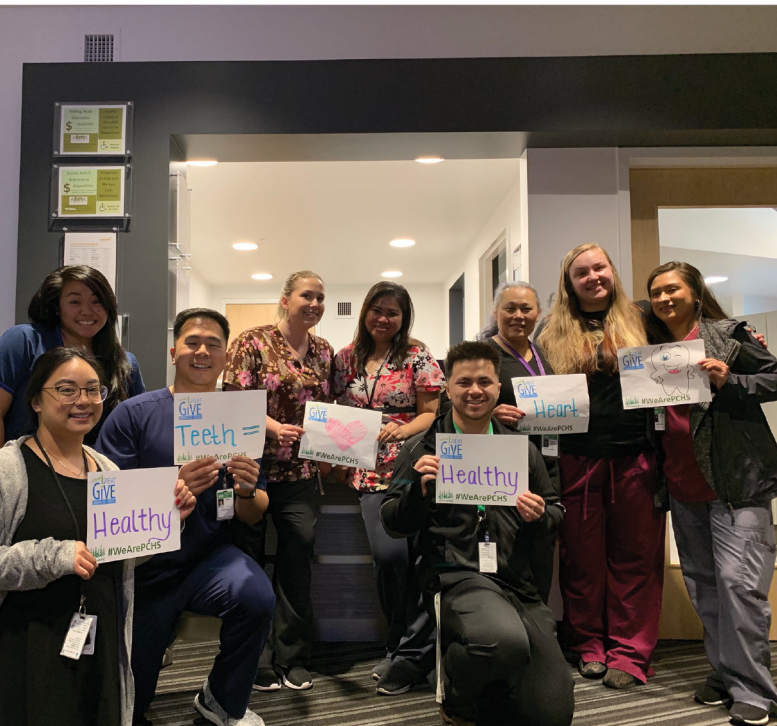
### **Wheaton Way Clinic**

Total Mammograms:	25
Total Pap Smears:	6
Total of patients who had a Mammogram & Pap Smear:	1
<b>Total patients served:</b>	<b>32</b>

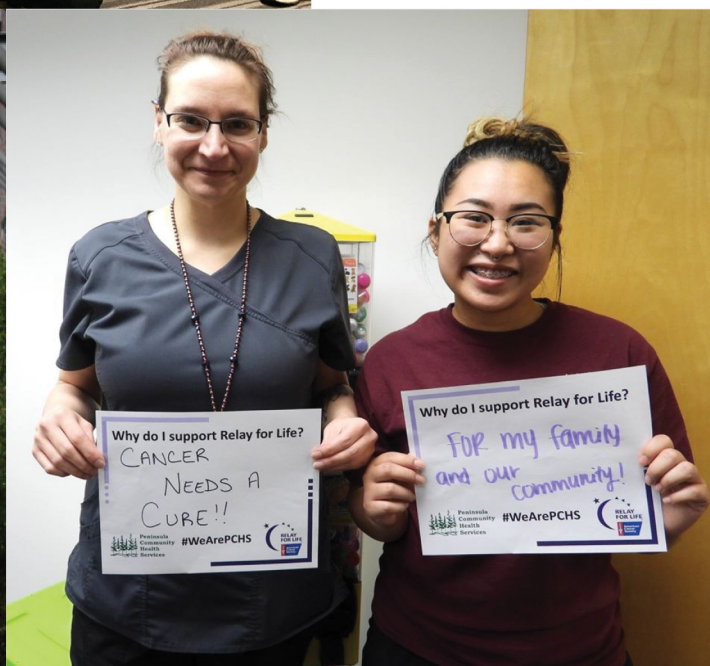
# Community

## EVENTS &

**PCHS staff participated in various community planning committees and events to promote healthy communities in Kitsap and Mason Counties.**



**Armed Forces Parade  
Belfair Christmas Parade  
Bremerton Farmers Market  
Day of Caring  
Kitsap Great Give!  
Kitsap Pride  
OysterFest  
Relay for Life  
Veterans Stand Down  
Whaling Days Parade**



# BACK-TO-SCHOOL

PCHS hosted special event days in August to promote well child exams, sports physicals, & immunizations. PCHS gifted prizes to children who received a wellness exam throughout August!

## Thank you to our sponsors!



# 2019 FINANCIALS

## Average Charge Per Encounter

Total Charges	\$34,394,356.99
Total Encounters	\$128,110
<b>Total</b>	<b>\$268</b>

## Average Cost Per Patient (Per UDS)

Total Costs (Table 8A)	\$32,982,573
Total Patients (UDS Final Report)	\$34,507
<b>Total</b>	<b>\$956</b>

## Income

Patient Services	\$27,673,477
Grants	\$8,659,016
Other Sources	\$1,726,031
<b>Total</b>	<b>\$38,022,524</b>

## Managed Care Charges

(Per UDS Table 9D)

Capitated	\$2,744,238
Fee for Service	\$14,238,515
<b>Total</b>	<b>\$16,982,753</b>

## Total Charges (Per UDS Table 9D)

Medicaid	\$23,293,185
Medicare	\$4,252,725
Private Insurance	\$6,288,015
Patient Pay	\$3,134,033
<b>Total</b>	<b>\$36,967,958</b>

## Total Collections (Per UDS Table 9D)

Medicaid	\$22,699,042
Medicare	\$2,539,106
Private Insurance	\$2,858,636
Patient Pay	\$1,330,848
<b>Total</b>	<b>\$29,427,632</b>



# 2019 TIMELINE

## Franklin Street Clinic



The PCHS Franklin Street clinic is co-located with Consejo Counseling and Referral Services. PCHS and Consejo have partnered to provide downtown Shelton with integrated health care for primary and behavioral health care.



January

## Medical & Behavioral Health Mobile Clinics



PCHS opened mobile clinics to help all community members get access to medical and behavioral health services in an alternative setting. Our mobile units travel to various locations throughout the Peninsula, Monday - Friday and weekends for community events.

March  
April

## School-based Health Centers



September



By having health care accessed at the schools, students benefit because they don't have to travel to find a provider or counselor. The child's caregiver benefits because they don't have to take a day off work or spend time waiting to be seen at a clinic. Schools benefit because students spend more time in the classroom.

The Quick Response Team (QRT) provides support to Mason County and instills hope about recovery by breaking down barriers for access to services for people struggling with substance use disorders. The team bridges the gap through prevention, education, and awareness of the impact of the opioid crisis within the community.

## QRT Mobile Clinic



November



**PCHS' Future!**

# 128,110 VISITS

**Medical Visits**  
**81,581**

*6% increase from 2018*

**Dental Visits**  
**31,967**

*6% increase from 2018*

**Behavioral Health Visits**  
**13,339**

*28% increase from 2018*

**Total Visits**  
**8% increase**  
**from 2018**

# PATIENTS 34,507



**7,496**  
Homeless Patients



**1,643**  
Veterans

## Patients by Medical Insurance

None/Uninsured	3,200
Medicaid (Title XIX)	20,261
CHIP Medicaid	177
Total Medicaid	20,438
Dually Eligible (Medicaid & Medicare)	2,407
Medicare (inclusive of dually eligible & other Title XVIII beneficiaries)	4,345
Private Insurance	6,524



**397**  
Agricultural Workers  
and Dependents

## Income as Percent of Poverty Line

100% or Below	9,138
101-150%	7,228
151-200%	4,903
Over 200%	8,289

# We are grateful for our donors!

Anonymous  
Araceli Abenojar  
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Sally O'Callaghan  
Evelyn Obnial  
Molly OHara  
Jennifer Olmstead  
Waldemar Oyen

Armani Pangelinan  
Deuane Phachanh Oren  
Larry Pluimer  
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Monica Wood  
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# PCHS

## IS ON THE MOVE!

Follow us to keep  
up to date on our  
future plans.



PO Box 960, Bremerton, WA 98337

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