



**Peninsula
Community
Health
Services**

pchsweb.org | #WeArePCHS



ANNUAL REPORT

2020

PCHS Mission



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.

PCHS Board of Directors



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

PCHS Growth 2020

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.

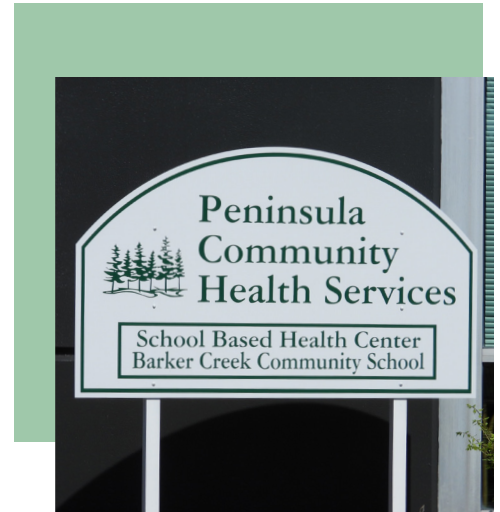
Our Bremerton Ambulatory Team (BAT), in partnership with the Bremerton Fire Department, worked closely with certain patients that required additional support. This multi-disciplinary team consists of a Community Health Worker, Mental Health Counselor, Substance Use Disorder Professional, and a Primary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

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!

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.

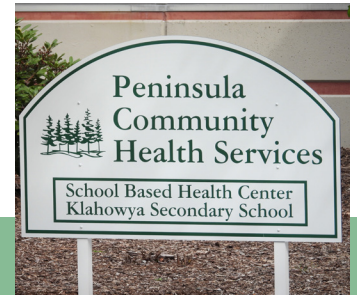


School-Based Health Centers

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.



**Benik Corporation
Face Shields!**





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

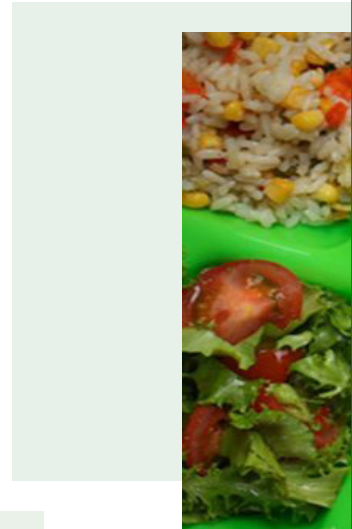
Endless supplies of Covid necessities!



Uber Eats for our

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!!



U



N95 masks from Lowe's!



Masks from our surrounding communities!



Hand sanitizers from Heritage Distilling in Gig Harbor!



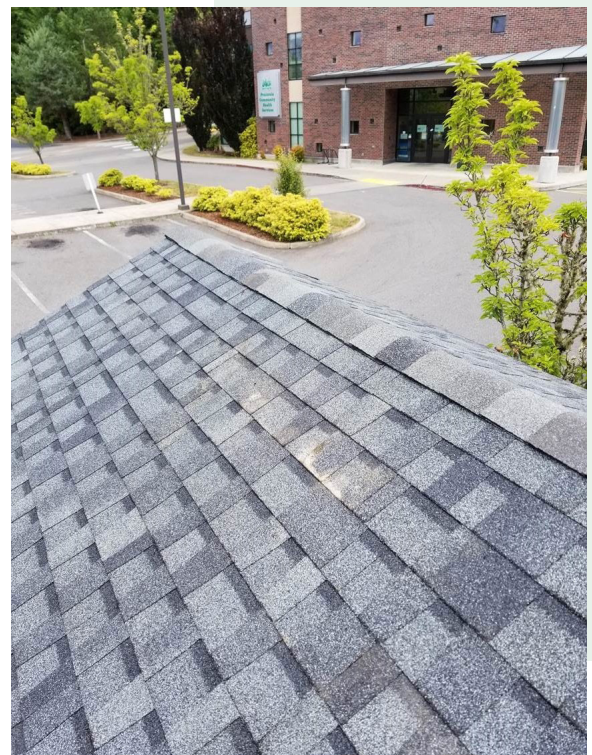
Hard-working, dedicated & tireless staff!



Our own Mobile Pediatrician, Dr. Le!



SDA Free Meals for Kids all year!



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

BACK TO SCHOOL

Our PCHS Silverdale clinic will provide wellness pediatric care to patients. Pediatricians will be available on Mondays and Tuesdays to see well child and sport physicals. *PCHS will provide back to home school supplies to all our pediatric patients.*

Silverdale Clinic Address:
3100 NW Bucklin Hill Rd, Suite 202,
Silverdale, WA 98383



Thank you United, Amerigroup, and Molina for your donations!

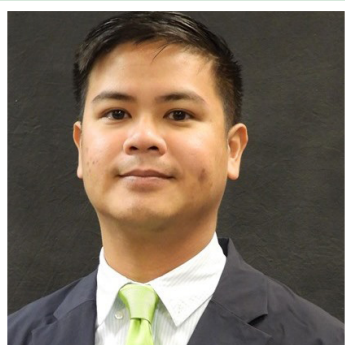
**Back to Virtual School supplies from our partners:
United Health Care, Molina Healthcare, CHPW,
Coordinated Care and Amerigroup!**

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.

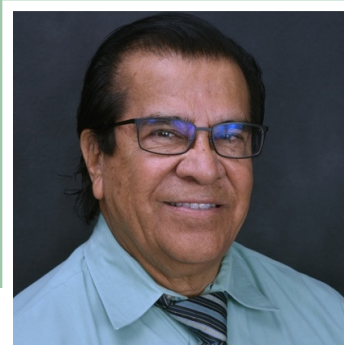
We had several Mobile Pediatrician events that helped families with barriers to care. 1st trimester access to prenatal care improved by 26% and low birth weight infants improved by 24% from 2019 to 2020 with PCHS's obstetrics program launch!!



**Christopher
Prompungtagnorn, MD**



**Jacqueline
Proudfoot, MD**



**Jorge
Zapata, MD**



Pharmacy

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!



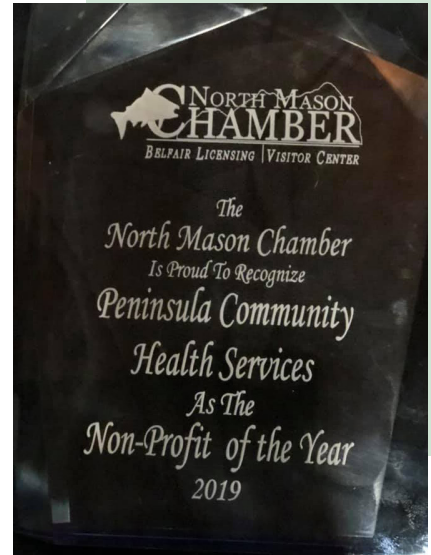
From top left to bottom right:
Chris Cook, Jennifer Johnson-Joefeld
Anthony Lyon-Loftus
Jennifer Kreidler-Moss
Albert Carbo, Lynette Bird

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
 31 NE State Route 300, Suite 200 / Belfair WA 98528 / www.pchsweb.org

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



Mobile Award from our partner, Olympic Community of Health!



2020 FIRST PLACE

Best of KITSAP
BREMERTON AND CENTRAL KITSAP

PENINSULA COMMUNITY HEALTH SERVICES - BREMERTON MEDICAL CLINIC
voted
BEST COUNSELING SERVICE
by the readers of the
Daily News
 www.kitsapdailynews.com

CENTRAL KITSAP REPORTER

THANK YOU
Central Kitsap and Bremerton!

We are honored to be voted the Best of Central Kitsap and Bremerton in:

Winner of Best of KITSAP Best Nutritionist

We are committed to provide our community the best health care possible!
 www.pchsweb.org

THANK YOU
Kitsap County

We are honored to be voted the Best of County!

Winner of Best of KITSAP Best Doctor/General Practitioner

We are committed to provide our community the best health care possible!
 www.pchsweb.org

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

Acora 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 - \$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 - \$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 - \$28,492,772

Source: Uniform Data System

2020 Timeline

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 opened 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.

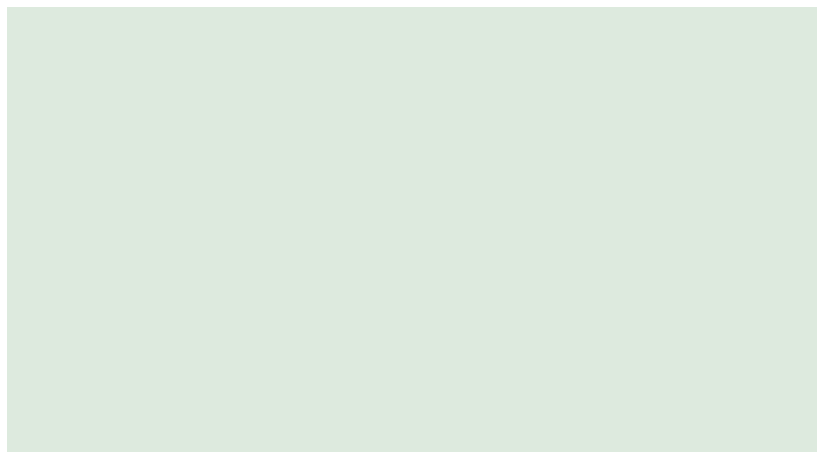
The PCHS Board of Directors approved expansion within Central Kitsap School District including Barker Creek Community School and Klahowya Secondary School.

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.



127,744 Visits



Medical
Visits

87,149

9.5% increase from 2019



Dental
Visits

24,506

Emergency dental
increased by 7%!



Behavioral
Health Visits

16,089

8% increase from 2019



Obstetrician
Gynecologists

3,071

(Included in
medical visit count)

34,977 Patients



Homeless
Patients

7,395



School-Based
Health Center

361



Veterans

1,576



Agricultural
Workers &
Dependants

377

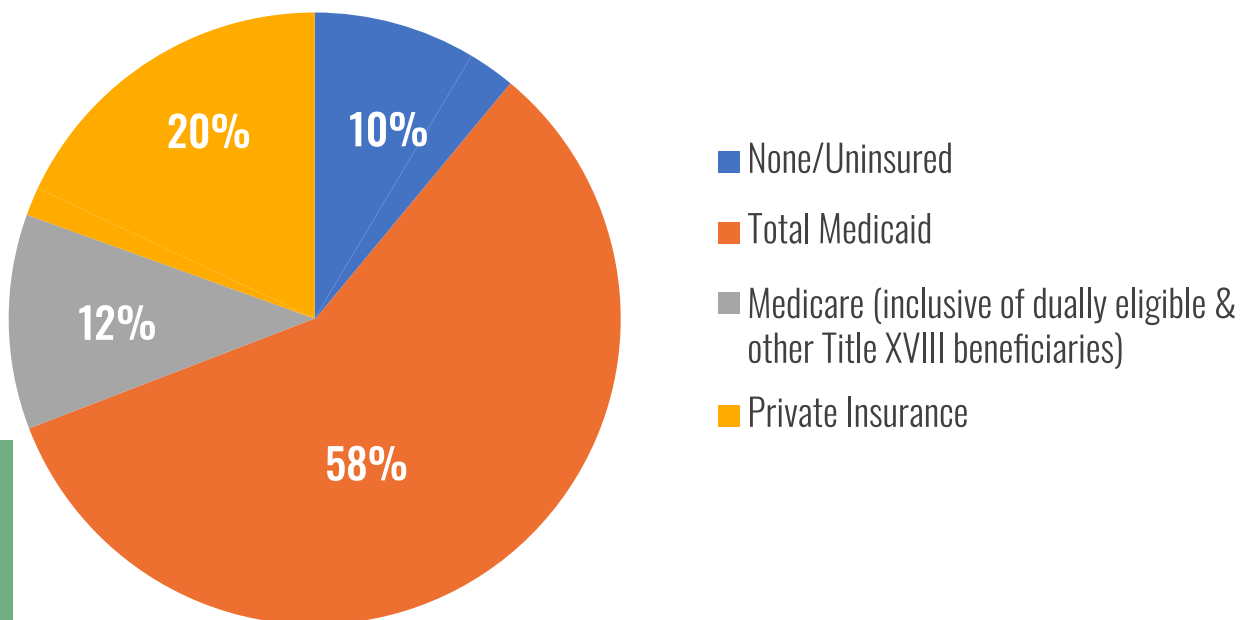
Enabling Services

CHW Contacts - 4,056
Eligibility Visits - 2,425
Mammograms - 44

SUD (no charge) - 471
Labs - 2,084
Misc. - 701

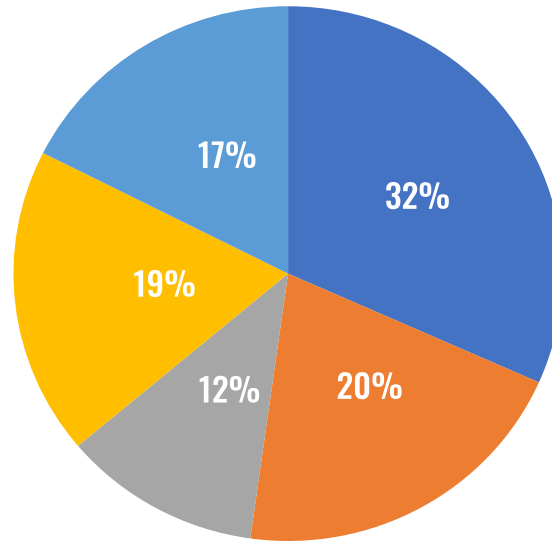
Patients by Medical Insurance

None/Uninsured	3,336
Total Medicaid	20,322
Medicare (inclusive of dually eligible & other Title XVIII beneficiaries)	4,304
Private Insurances	7,015
	34,977



Income as Percent of Poverty Guideline

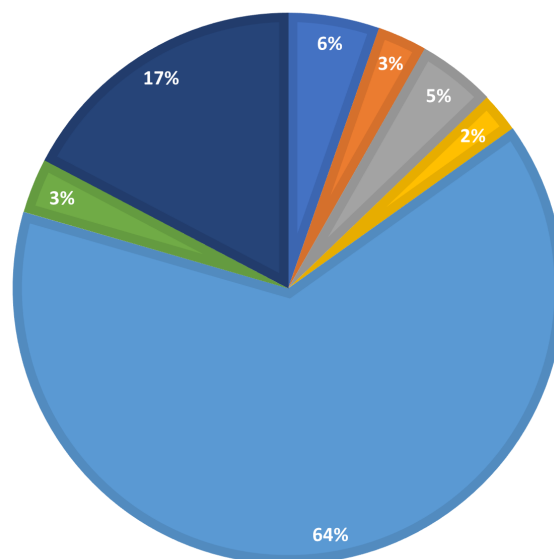
100% and below	11,076
101-150%	7,181
151-200%	4,079
Over 200%	6,503
Unknown	6,138
Total	34,977



- 100% and below
- 101-150%
- 151-200%
- Over 200%
- Unknown

Race/Ethnicity - Demographic Characteristics

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



- Asian
- Hawaiian and Other Pacific Islander
- Black/African American
- American Indian/Alaska Native
- White
- More than one race
- Unreported/Refused to report race

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 Estibor

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

Jennifer Kreidler-Moss

Mary Kunish

Patricia Lambro

Dianne Levisohn

Rickey Leyva

Dorothea & Ralph Lintz

Cindy Long

Stanley Mack

Emily Manley

Deborah McDaniel

Julie Mills

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Roger Newton

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Royanne Officer

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Beverley Luckey-Short & David Short

Julie Shryock

Emily Skoro

Susan Sokolich

Jennifer Stutz

Nyomi Vann

Andrea Viebrock

Stephen Vittori

Sherry Whitley

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.



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.

