



**PeaceHealth
Peace Island Medical Center**

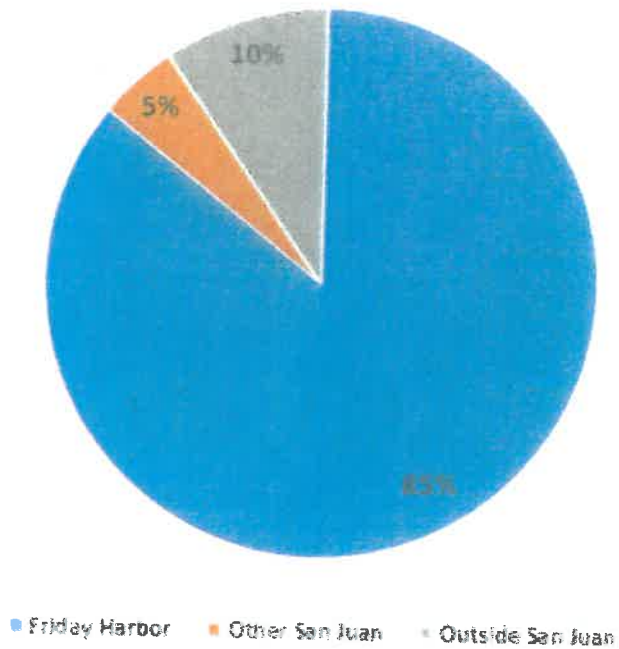
**PeaceHealth- Peace Island Medical Center – 2/22/17
Reporting Period for 7/1/16 to 12/31/16.**

Semi-Annual Report to San Juan County Public Hospital District #1 Board of Commissioners

Number of Patients Served

	2014		2015		2016	
	Jan-Jun	July-Dec	Jan-Jun	July-Dec	Jan-Jun	July-Dec
a. Clinic Visits:	4,281	4,340	3,387	5,993	6,223	6,386
b. ER Visits:	1,227	1,778	1,492	1,769	1,584	2,008
c. Inpatients and observation patients:	61	95	91	82	121	95
d. Imaging exams (all modalities):	2,401	2,975	2,960	4,140	4,038	4,189
i. Radiology (X-ray, CT, DEXA, EKG, Echo, Vascular studies)						
1) Inpatients:	90	70	102	82	78	79
2) Outpatient:	2,021	2,576	2,463	3,070	2,846	3,205
ii. Ultrasound						
1) Inpatients:	1	2	3	5	1	2
2) Outpatient:	212	247	314	322	476	441
iii. MRI:	77	80	78	75	85	91
iiii. Mammography				586	552	371
e. Laboratory tests:	12,369	14,292	14,833	16,148	17,666	17,523
f. Surgeries/outpatient procedures:	202	138	160	164	157	182
g. Cancer Care and Specialty Center:	470	598	582	551	587	469
h. Urgent Walk In Care	13	148	64	51	44	158

July - December 2016 Patient Origin



The number of patients served at PIMC continues to grow. As shown in this chart of patients by zip code 98250, 85% of the patients served at PIMC are district residents. Five percent of the patients are from other zip codes in San Juan County and 10% are from outside of San Juan County. 1% increase in patients from outside San Juan County is due to the summer reporting period. Seasonal variation is also reflected in Emergency Room care and walk in urgent care.

1. Health care services provided

- Emergency care is provided to District residents and visitors 24/7, 365 days a year in the PIMC Emergency Department (ED).
- Low acuity walk-in care in the ED is triaged at any time of day or night. Same day urgent care is available in the primary care clinic by appointment during regular business hours and patients are informed of the availability of available clinic appointments if they present to the ED with low acuity complaints. The number of emergency care visits triaged as low acuity over the past six months was 158.
- PIMC is designated a level IV trauma center demonstrating the capability to provide advanced trauma life support to patients in need prior to transferring them to a higher level trauma center, where they will arrive evaluated, stabilized, and diagnosed by our caregivers. In addition to providing these services, a level IV trauma center must have a trauma nurse and physician on site upon patient arrival and 24-hour laboratory coverage.
- PIMC provides comprehensive emergency care, as well as island-appropriate admissions to our inpatient unit. Both allow patients to stay in their community for hospital stays. These inpatient admissions are supported by 24/7 hospitalist care and discharge planning.
- Behavioral health and/or assault crisis care is available in collaboration with community law enforcement, PH LCSW and Compass Health Designated Mental Health Professionals. PIMC ED staff provides safe, compassionate, quality care to evaluate, hold and transfer these patients when it is necessary to send them out of the community for extended care.
- There are still three adult SANE (Sexual Assault Nurse Examiner) registered nurses on staff at PIMC. These RNs will work in collaboration with the community in the creation of a Sexual Assault Response Team.

a. Primary Care with PeaceHealth Medical Group:

- Family Medicine and Internal Medicine clinic appointments are scheduled Monday through Friday from 8:30am to 5:00pm. Each PIMC primary care provider provides same day access appointment slots for urgent care on a daily basis. This allows for daily accommodation of up to 20 patients for same day urgent care Monday through Friday during clinic business hours.
- Available services include comprehensive Family Medicine and Internal Medicine clinic services, Coumadin monitoring, diabetic education, integrated behavioral health case management and telepsychiatry consults.

- PIMC primary care providers work in collaboration with the San Juan County Health Department providing CDC reporting, Women’s Infants and Child Care programs, newborn care and in the promotion of increasing immunization rates by encouraging “Community Immunity.”
- Our primary care providers also work in collaboration with Life Care of the San Juan Islands providing weekly direct patient care to Life Care residents while they are staying in the skilled nursing facility (SNF).
- Home visits are also available as needed determined by the primary care providers.
- Patients may also take advantage of My PeaceHealth—PeaceHealth’s online patient medical record access program. Our clinic providers make it easy to connect with their patients using My PeaceHealth email messaging, appointment scheduling and printing of lab results and correspondence after each appointment. In person My PeaceHealth assistance is available.

b. Tele-Psychiatry and Behavioral Health Services in Primary Care:

- Services include brief, intermittent, integrated and co-located behavioral health assessment and short term treatment aligned to primary care, hospital inpatient and emergency medicine, as well as consultation to PIMC medical providers. Emphasis of care is on adult and geriatric patients with co-occurring, chronic and acute medical symptoms involving medical, behavioral and psychiatric symptoms and challenges.
- Referrals for tele-psychiatry require a request from the patient’s primary medical care provider. The primary medical care provider must accept responsibility of prescribing and managing prescriptions based on the telepsychiatry care management plan.
- Staffing of PIMC tele-psychiatry and behavioral health programs at PIMC consist of one adult psychiatrist and two clinical/medical social workers/discharge planner who consult daily with medical care providers in our primary care, emergency department and inpatient department.
- Training and education is provided for patients to promote access to psychological and behavioral wellness through programs, services, and activities for patients and local communities including area health and emergency services professionals. Topics include psychological first aid and wellness, mindfulness, communication and conflict resolution, emotional regulation, body-mind connections, interpersonal relationships and many other subjects. Future programs can be specifically designed for specific health populations or interests. These programs are free and open to the public.

- c. **Visiting specialty medical care** continues at PIMC for patient convenience and care continuity. A visiting specialist calendar is offered monthly by both private, community-based practitioners and PeaceHealth Medical Group employed providers:

The monthly visiting specialists continue and include:

- OB/GYN – Robert Prins, MD, and Nadine Burrington Foist, MD, of Fidalgo Medicine in Anacortes continue to provide routine prenatal care services to San Juan County patients two full days each month at PIMC. These OB/GYN providers are in private practice and offer GYN surgical consult and procedures and labor and delivery services at Island Hospital in Anacortes.
 - Visiting cardiologists from PeaceHealth Medical Group are in the clinic two days a month, on the first and fourth Friday, and will expand their care by offering a tele-cardiology follow-up program for post-surgical patients.
 - Oncology is provided by PeaceHealth Medical Group, Jennie Crews, MD, every Monday until December 2016 when she will be leaving PeaceHealth for a position with Seattle Cancer Care in 2017. Dr, Robert Raish will replace Dr. Crews in January 2017. Follow up appointments and follow-up cancer survivorship services are provided by PeaceHealth via tele-health equipment.
 - David Olson, MD, is a private practitioner from Bellingham in his 8th year of providing monthly, on-island ear nose and throat (ENT) care.
 - Telepsychiatry is offered by Mark Newman, MD, of UW Medicine Psychiatry Department he offers consultations on Tuesdays via referrals from the patient’s primary care provider.
 - Pediatric consultation and pediatric behavioral health referral evaluation is offered monthly by PeaceHealth Medical Group physician, Steven Ban, MD.
- d. **Outpatient surgical services** continue to be scheduled at PIMC. Endoscopy, colonoscopy, orthopedic and other outpatient general surgery procedures are scheduled monthly. PIMC has invested in state-of-the-art equipment to advance outpatient surgical services.
- Orthopedic surgical consults and outpatient procedures are provided by PeaceHealth Medical Group physician, Jeffery Krusniak, DO.
 - Gastroenterology consults and GI outpatient procedures are offered monthly by Friedrich Loura, MD, a private practice provider, and PeaceHealth Medical Group visiting specialist, Dana Stiner, MD.

- A range of outpatient general surgical procedures are offered at PIMC by private practice general surgeon, Michael Pietro, MD, of Bellingham. Dr. Pietro has provided outpatient surgeries such as laparoscopic cholecystectomy (gall bladder removal) and open hernia repair, vasectomy, hemorrhoid repair, port placement and complicated lesion removal.
 - Dr. Robert Williams of Friday Harbor performed the first Ophthalmology procedure at PIMC during this reporting period.
- e. **Telemedicine specialty consultations:** PIMC has interactive video conferencing equipment that is used to provide specialty consultations and individualized treatment plans for hospitalist care, psychiatry and oncology in collaboration with community providers in San Juan County. Specialty tele-consult services in cardiology, social services, and crisis behavioral health care are available to PeaceHealth Peace Island physicians for patients in the emergency department, inpatient and primary care clinic. The NW Washington, SE Alaska Telehealth Network provides connectivity to Orcas, Lopez, Shaw, San Juan Island and all the other PeaceHealth facilities in NW Washington and SE Alaska for training, continuing education and staff development. The official grant cycle ended on 8/31/16, which means that subsidized services are no longer available, however the services provided via the telehealth network continue and are billed as is routine for all services.
- f. **Diagnostic imaging services** volumes continue to grow.
- State-of-the-art imaging equipment includes a 64-slice Computed Tomography (CT) with the upgrade to the NEMA XR-29 standard known as 'MITA Smart Dose' in September 2015. The XR-29 standard upgrade includes features of the CT that enable management of radiation dose delivery while also providing high quality medical images. This upgrade means that PIMC offers our community the safest and lowest radiation dose possible.
 - Digital diagnostic radiography, mobile fluoroscopy for trauma and surgery, is available 24/7. General ultrasound with limited vascular and endocardiography is provided four days per week. Mobile full body and neuro MRI service is offered twice a month.
 - Bone densitometry, providing advanced body composition and atypical fracture assessment, is available daily as needed.
 - EKG/treadmill is provided daily as needed.
 - Digital mammography is available every Tuesday.
- g. **Diagnostic medical lab service.** The second half of the year in the laboratory was spent further optimizing interdepartmental conditions in the new Hospital Electronic Medical Record,

implemented in May of 2016 . As an example of its increase in our efficiency, the Lab Turnaround Statistics for all Stat testing performed <60 minutes went from 95.8% in the same period 2015 to 99.6% in the second half of 2016. Additionally, the new Epic software further integrated ED physicians and promoted best practices of Physician order entry. This fostered better understanding of our Lab point of care (POC) menu and the consequent stewardship brought our Summer Lab On call hours, down lower then all previous years and 79.75 hours lower than the second half of last year, despite consistent patient volumes. Lastly, we saw an increase in favorable results in our Outpatient Patient Satisfaction survey over the previous year that verified our excellent Phlebotomy and customer service.

- h. **Pharmacy services** are supported by a specially trained licensed local full-time pharmacist and a full-time pharmacy technician. A per-diem pharmacist and pharmacy technician are also part of our team. The PIMC pharmacy is a valuable asset to San Juan County as we continue to ensure that many biologics are available to our community twenty-four hours a day, seven days a week in the Emergency Department. In addition, PIMC's pharmacy once again is listed as a resource in the Washington State Department of Health Emergency Biologics 2017. We continue to work with the San Juan County Health Department to maintain the integrity and supply of vaccines for our community. In August 2016 PIMC Pharmacy received specialized training for compounding chemotherapy pumps on site to provide increased service to our Cancer Care patients. PIMC pharmacy collaborates with all of the hospital departments and is an integral component in clinical and quality improvement. We meet directly with our visiting specialists to make sure that they have the medications they need to practice at PIMC. We have increased our drug delivery days from three to five weekly, which improves patient care and quick access to new drug regimens.

Additionally the drug distributor has honored PIMC pharmacy's request to return all styro-foam drug shipping containers directly to their company. This procedure is good stewardship and reduces our cost of disposal. We have revised policies and practice to improve our sterile compounding techniques in order to be adherent to the more stringent regulations associated with sterile compounding. All of these updates increase patient safety for our community.

- i. **Peace Island Volunteers** – Peace Island Volunteers continue to provide support to Peace Island Medical Center patients and caregivers and remain a separate organization with its own 501 ©3 designation. Peace Island Caregivers are indebted to our volunteers for their generosity, genius creativity and dedication. The Peace Island Volunteers ongoing projects continued in 2016. A copy of their PIV Newsletter is attached to encourage membership in 2017.



2. Number and Type of Clinical Providers

- a. **Primary Care practitioners in clinic** – There are five members of the PeaceHealth Medical Group team of primary care providers working at PIMC: Rachel Bishop, MD, board-certified Family Practice physician and Family Practice Medical Director; Susan Mahoney, MD, board-certified Family Medicine, and Chief of Staff; and William Gunderson, MD, board-certified Internal Medicine physician, Hospitalist. Mallory Brown, ARNP, Family Practice, provides primary and pediatric patient care five days a week. Cheryl Kubisty, MD, Internal Medicine and hospitalist for PIMC resigned her position in October 2016. Recruitment for a permanent replacement continues with schedules in the clinic and hospitalist duties covered by locum tenens physician Shawn Vainio, M.D.
- b. **Emergency Department practitioners:** All physicians who treat patients in PIMC's Emergency Department are board certified in Emergency Medicine. Emergency Medicine physicians include: Michael Sullivan, MD, a permanent resident of San Juan Island, is Medical Director of PIMC Emergency Medicine and a member of the PIMC Community Health Board; Jason Heiner, MD, UW Medicine Residency Director and Medical Program Director for San Juan Island EMS ground ambulance service; Sean Stone, MD, serves as the Medical Director for San Juan Island air ambulance services; Kevin Bowman, MD, Warren Appleton, MD, Mark Zarzycki, MD, Wade Henrichs, MD, and Jena Lopez, MD, travel from off-island to San Juan Island to help staff PIMC's Emergency Department.

Dr. Jim Perez, MD, joined the Emergency Medicine team in July 2016, filling the remaining full-time position. Dr. Perez is a resident of San Juan Island.

PIMC has expanded the ED medicine residency rotation this year by adding an additional month to the summer program. There will be six residents moving through this UW Medicine program beginning in June 2016. This a unique opportunity for the UW Medicine residents to experience rural emergency medicine.

c. **Cancer care and specialty services:**

- Our Medical Oncology and Hematology Clinic and Infusion Center will be led by board-certified Medical Oncologist, Jennie Crews, MD until 12/31/16. Dr. Robert Raish has been hired to take over those duties from Dr. Crews in January 2017.
- Shannon Harris, RN, serves as the program coordinator of the cancer center.
- With the support of the PeaceHealth Peace Island volunteers, the center continues to provide funding for chemo care kits to all our new chemotherapy patients.
- Complimentary therapy services to our oncology and infusion patients continue.

3. Nature and Results of Quality Initiatives

Patient safety remains the focus at PeaceHealth Peace Island. The Quality Management System Plan describes the quality management system established by PIMC to achieve its quality and safety objectives and goals. The plan describes the methodologies and practices by which quality and performance are measured, monitored, analyzed and continually improved to advance health outcomes and reduce risks for patients.

A report of PIMC Quality results and initiatives for this reporting period which demonstrate a snapshot of Peace Island Care Experience and Care Excellence, as reported to the PIMC Community Health Board are summarized in the following power point:



4. Patient Experience Indicators

Melissa Morrison, Patient Experience Manager for PeaceHealth, works with PIMC leadership and provides coaching for providers to improve patient experience. In 2016 PeaceHealth as a system switched survey vendors from NRC Picker to Press Ganey. A summary PowerPoint of the PIMC patient experience indicators from July 1, 2016 to December 31, 2016 is included:



5. **Financial viability of the operation:** Per the First Amendment to the Subsidy Agreement, dated Sept. 15, 2010, attached is the semi-annual financial report ending December 2016.

PIMC Tax Levy Analysis			
For the 6 month Period Ending December 2016			
July 2016 to December 2016 Revenue Accrued (Monies not yet received)			532,752
	Emergency	Family Practice	Total
Gross Revenue	1,898,878	97,324	1,996,201
Professional Revenue	618,622	1,058,908	1,677,531
Total Gross Patient Revenue	2,517,500	1,156,232	3,673,732
Medicare	205,869	36,935	242,804
Medicaid	385,694	110,920	496,615
Commercial and Other Payers	349,667	125,639	475,306
Contractual Allowances	-	273,499	273,499
Bad Debt	21,818	14,224	36,043
Charity	19,258	6,472	19,729
Total Deductions	976,306	294,189	1,270,495
Net Patient Revenues	1,541,194	862,043	2,403,237
Other Income	-	-	-
Total Operating Revenues	1,541,194	862,043	2,403,237
Expenses			
Salaries	1,478,344	690,414	2,168,758
Benefits	287,561	145,410	432,971
Supplies	40,904	20,939	61,843
Professional Fees	37,550	5,458	43,008
Purchased Services	8,063	5,775	13,838
System Fee	212,323	149,183	361,506
Rental/Lease	-	82,413	82,413
Other Expenses	42,734	12,158	54,892
Total Direct Expenses	2,107,479	1,111,751	3,219,230
Operating EBITDA Margin	(566,285)	(249,708)	(815,993)
Depreciation	21,377	6,451	27,827
Gain/(Loss)	(587,662)	(256,158)	(843,820)
Sub-Total gain/(loss) After Subsidy and Operations			(311,068)
Other Items:			
PIMC Other Medicare			168,225
PIMC Other Medicaid			(398,217)
PIMC Other Bad Debt and Charity			(440,391)
Total amount of gain/(loss) greater than Subsidy			(1,481,451)

Conclusions of the six-month report:

On healthcare services covered by the subsidy (Charitable Services, Emergency Department and Physician Services) the estimated six-month loss, without the subsidy, is \$2,014,203. With an estimated tax subsidy of \$532,752, the loss is reduced to (\$1,481,451.)

Total PeaceHealth services provided for the same period, resulted in a margin of \$1,592,110, or, 16.0% with the subsidy, and, \$1,059,358, or, 10.6% without the subsidy.

“1.1.23 Use of District Payments: PeaceHealth shall utilize all payments from the District exclusively for the provision of the following healthcare services within the District: charitable health care services, Emergency Department services and the provision of physician services. “Charitable health care services” shall mean those services described in paragraph 1.1.20, above, including charity care, bad debt and the difference between allowed Medicare and Medicaid rates and the charges for all services rendered to patients covered by Medicare and Medicaid. “Emergency Department services” shall mean those services described in paragraph 1.1.18(2), above, as attributed to the emergency department on the general ledger for PeaceHealth Peace Island. “Physician services” shall mean those primary care physician services described in paragraph 1.1.18 (1), above, as attributed to physician services in the general ledger for Peace Island Hospital and for the PeaceHealth Medical Group- San Juan Island.”

Peace Island Volunteers

January 2017

BE A MEMBER IN 2017!

Peace Island Volunteers provides needed support to Peace Island Medical Center, but is a separate organization, with its own 501(c)3 designation. PIV keeps its operating expenses to an absolute minimum, using the majority of its funds to support its many projects.

As a member, you have a choice as to whether you want to contribute time or not. Only those who actually interact with patients need training and a background check. As a member of the Decorating Committee, you have all the fun of transforming PIMC at Christmas time, and adding seasonal touches the rest of the year. As a Baker, you can not only celebrate the staff with treats on special days, but also create goodies for special PIMC events.

Many PIV members are not able to contribute hours of service at all, but their dues are an important way of supporting the volunteer program.

Your dues are essential in allowing PIV to continue giving help where help is needed. Remember, we welcome men as well as women! Please join for 2017 by using the enclosed card and envelope. Thank you!

*****Pay your dues before March 1, 2017 to be included in our 2017 Roster*****

A FEW OF OUR NEW PROJECTS IN 2016



The popular wall toys in the children's waiting area were hung too high for our youngest patients. Peace Island Volunteers came to the rescue by purchasing two sturdy toys, geared for little ones and installed at their level.

Our PIMC Caregivers have just a half hour for lunch—not time enough to go to a restaurant. Peace Island Volunteers is working with King's Deli to provide soups, sandwiches, and salads for them. Caregivers purchase punch cards from PIV to pay for the lunches; volunteers take orders, pick up food from

King's, and deliver individual lunches to PIMC. So far we provide this service only on Mondays and Fridays. **We need volunteer help to expand to five days a week!**

Public restrooms at PIMC needed a place where visitors could put cellphones, papers, and purses, as well as a high hook on door backs for long coats. Peace Island Volunteers purchased 13 stainless steel shelves and 13 matching hooks, and Greg Gloe, PIMC Facilities Manager, installed them. Check them out!



NEW OFFICERS FOR 2017



At our festive "Deck the Halls" Annual Meeting and Luncheon, we elected leaders for 2017. Left to right are Malia Brown, Secretary, Marc Brown, Treasurer, Susan Matthews, Vice Chair, Barbara Von Gehr and Trish Morse, Co-Chairs.

Our Peace Island Volunteers board consists of these officers, plus the following dedicated and enthusiastic directors who oversee our many projects and events: Anne Benedict, Barbara Cable, Bette Cantrell, Kathy Chadwick, Barbara Fagan, Judy Holm, Margaret Langlie, Linda Marble, Alyce Payne, Cinda Pierce, Rick Rubin, and Marta Vaughan. Beth Williams-Gieger, PIMC Director of Administrative Services, is also a board member.

OUR ONGOING PROJECTS



PIV's established projects continued to flourish in 2016. Our many services to PIMC include

- In House Volunteers who staff reception desks and support visiting physicians
- Cancer Care hats, lap blankets, mitts, Chemo Comfort Kits
- Stuffed animals and bags of games for young ED patients; adult coloring books and colored pencils for older ED patients
- Angel Fund for medical emergencies not covered by insurance
- Holiday decorations 5-6 times a year
- Refreshments and hostess duties for PIMC community events
- Birthday cakes for staff
- Magazines for waiting areas



WE HAD FUN, RAISED FUNDS, AND SHOWED APPRECIATION IN 2016

Clockwise from top: Christmas cookie sale at Annual Meeting, Seahawks vs. Cardinals viewing party, Cancer Care Knit-Along, Indian themed thank you lunch for Caregivers, Easter Basket sale, coffee and muffin service at Rotary's Concours d'Elegance, "Play Bridge".



Peace Island Volunteers supports and promotes healthcare services at PeaceHealth Peace Island Medical Center and in the San Juan County Community.

PO Box 3077, Friday Harbor WA 98250

peaceislandvolunteers@gmail.com



PeaceHealth

The Spirit of Health

PIMC Semiannual Report- Quality

July-December 2016



Quality Management System

- The Quality Management Plan describes the quality management system established by Peace Island Medical Center (PIMC) to achieve its quality and safety objectives and goals.
- The Plan describes the methodologies and practices by which quality and performance are measured, monitored, analyzed and continually improved to advance health outcomes and reduce risks for patients.
- The multidisciplinary Quality Management Committee provides the oversight and mechanisms to achieve objectives established in the Plan and reports to the community Governing Board to drive accountability.
- A small number of events can keep us from our goals.
- Intense review of each event is occurring to understand what happened and then implement changes to improve patient care.

PeaceHealth Peace Island Quality Measures



Care Experience

- Patient Experience

Care Excellence *Evidence Based & Safety*

- Serious Safety Events
- Healthcare-associated Infections
- Pressure Ulcers
- Falls
- Influenza Vaccination
- Core Measures
- Patient flow (door to practitioner time)

Care Excellence *Outcomes*

- Inpatient Mortality
- 30 Day Readmissions



Quality Measures and Performance

The Quality Management Committee monitors process and outcome measures to maintain safe, high quality care and drive necessary improvement. Peace Island Medical Center has successfully met targets for key quality indicators, including but not limited to:

- Serious Safety Events and Patient Safety Indicators
- 30 Day Readmissions
- Mortality
- Infection Prevention and Hand Hygiene
- Pressure Ulcers
- Healthcare worker flu vaccination
- Patient flow (door to practitioner time)
- Patient Experience – Inpatient Overall

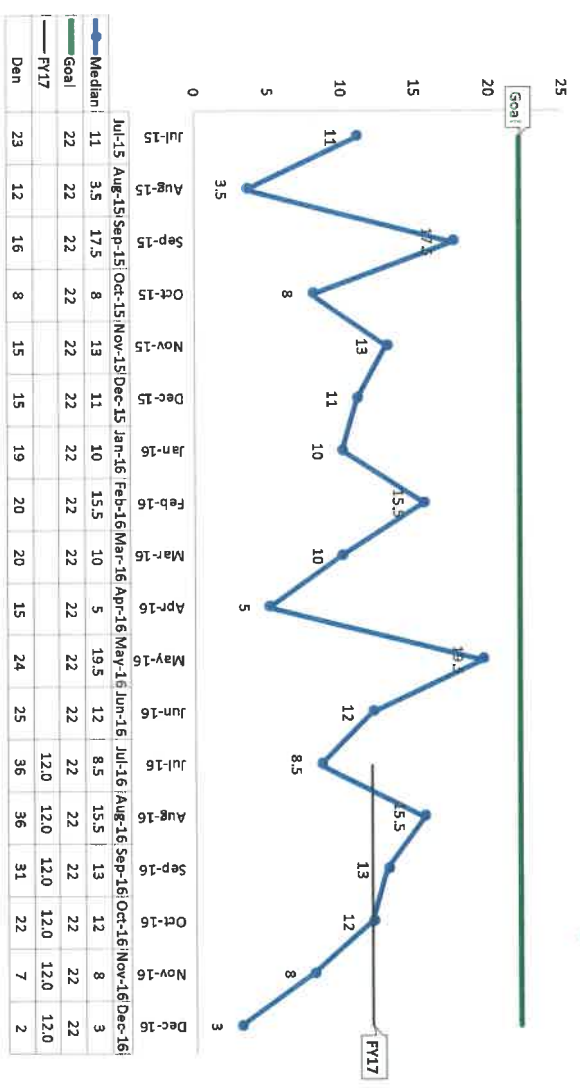


Quality Measures and Performance (continued)

Patient Flow (door to practitioner time)

Peace Island Medical Center
 Median time Door to Diagnostic Eval by Qualified Practitioner
 Monthly

Data updated: 2/6/2017
 Better





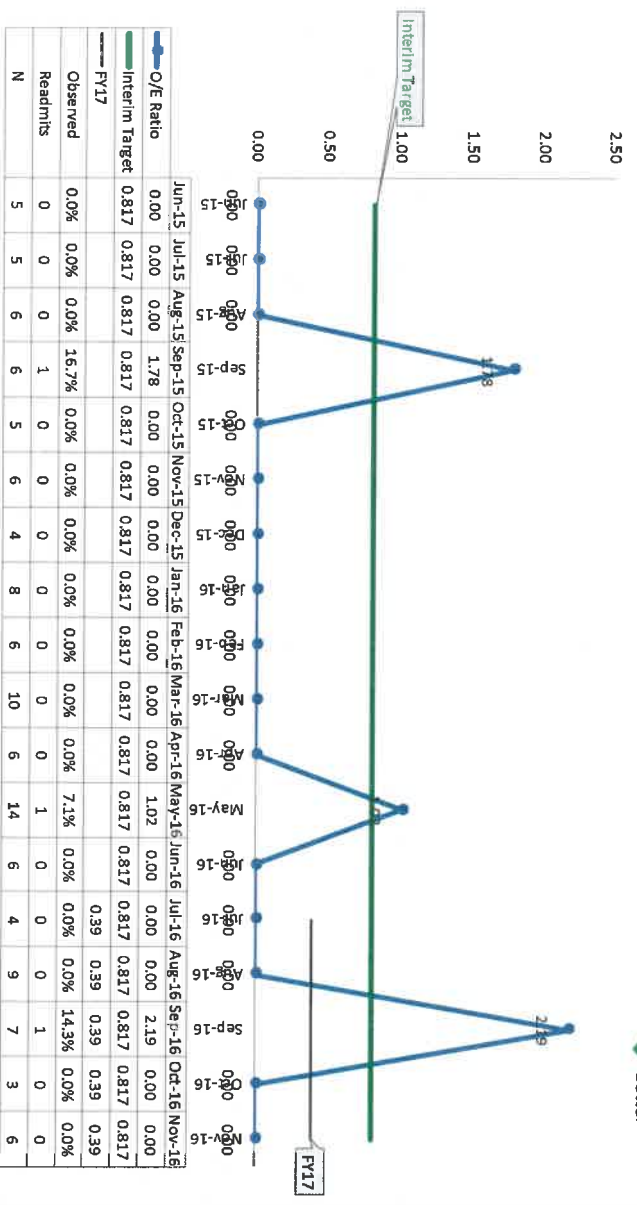
Quality Measures and Performance (continued)

30 Day Readmission

Peace Island Medical Center
 30 Day Readmission Ratio
 Monthly (2020 Goal = 0.817)

Data updated: 2/8/2017

↓ Better





Regulatory Update

In November and December on 2016, Peace Island Medical Center underwent a Centers for Medicare & Medicaid Services (CMS) survey.

- CMS reviewed systems and processes around pharmacy, patient care, infection prevention, and quality management
- Plans for improvement and mitigation measures were approved in February 2017



PeaceHealth

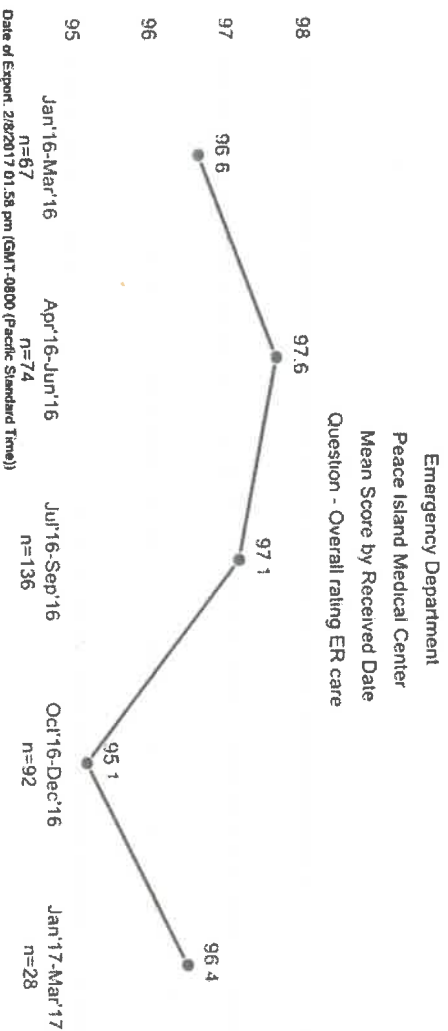
The Spirit of Health

**PIMC Semiannual Report-
Patient Experience
July-December 2016**



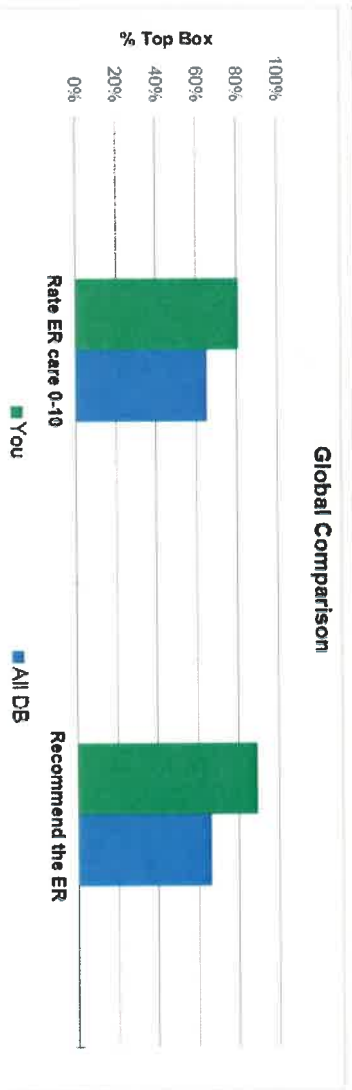
Emergency Department OVERALL RATING

- Despite a small dip in scores, patient satisfaction scores continue to lead the nation.
- Current Percentile Rank for Overall Rating and Overall Composite scores = **98 percentile**
(meaning we are among the top 2% in the nation)



Peace Island Medical Center

ED CAHPS Summary Report
Surveys Returned: October 2016 - December 2016





Emergency Department Overview (July-December 2016)

- PIMC has been able to sustain it's top box performance for several quarters.
 - In all of the Emergency Service Key Driver sections of care, PIMC is above the 95th percentile for the nation.
- (This means that PIMC scores above and beyond 95% of hospitals in the nations on all the key indicators that make up the Emergency Department care experience. These totals are based on patient feedback on post Emergency Dept. visit surveys)*

Overall Section Question	Mean	n	All PG DB Mean	All PG DB Rank
Std Overall	95.5	264	86.9	98
Std Arrival	95.0	258	85.5	96
Std Nurses	95.7	257	88.9	96
Std Doctors	96.8	257	86.9	99
Std Tests	96.2	153	89.2	99
Std Family or Friends	96.8	175	89.0	98
Std Personal/Insurance Info	96.3	238	90.1	98
Std Personal Issues	93.3	251	82.7	97
Overall rating ER care	96.3	256	86.1	98

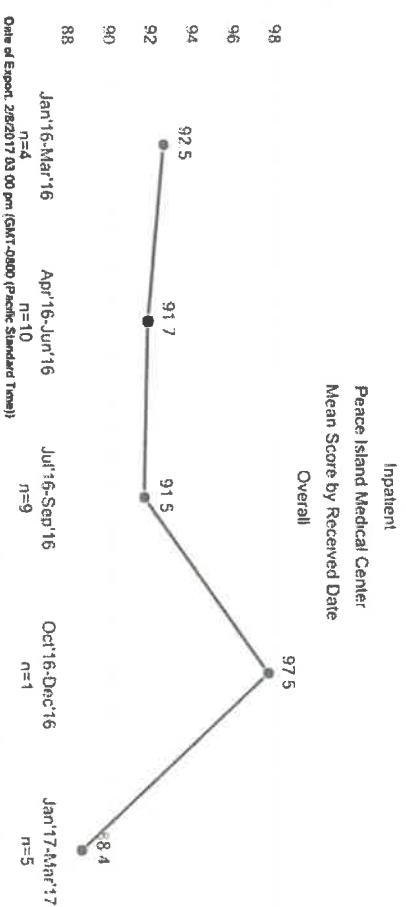
ALL PG DB= All Emergency Services client surveys returned for all hospitals in the entire Press Ganey Database.
 n=Number of surveys returned
 Mean = Average



Inpatient Experience Analysis

The biggest challenge in improving the care experience for admitted patients is that we don't have a large enough admitted patient volume to be able to adequately measure how we are doing at providing care to our admitted patients. Between July 1st and December 31st we only received 10 inpatient surveys. We need at least 30 returned surveys to be able to validate the data as statistically significant.

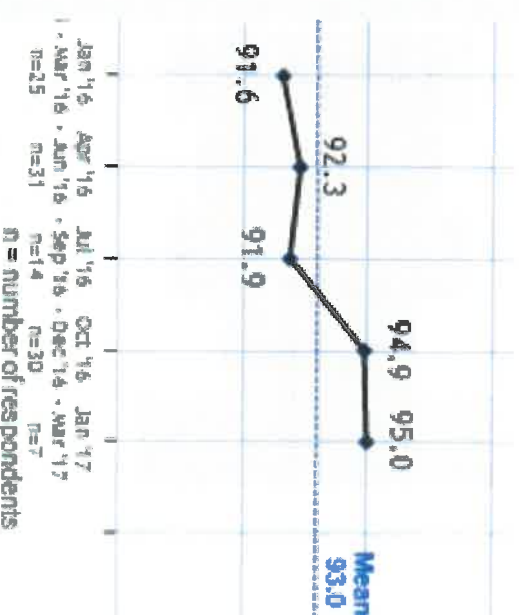
CAHPS	Apr '16 - Jun '16 Top Box N=10	Jul '16 - Sep '16 Top Box N=9	Oct '16 - Dec '16 Top Box N=1	2016 Top Box N=24
Rate hospital 0-10	81.8 ▲	88.9 ▲	100 ▲	84.0
Recommend the hospital	72.7 ▼	88.9 ▲	100 ▲	84.0
Comm w/ Nurses	81.8 ▼	66.7 ▼	100 ▲	77.3
Response of Hosp Staff	79.2 ▼	68.9 ▼	100 ▲	80.0
Comm w/ Doctors	84.8 ▼	77.8 ▼	100 ▲	85.3
Hospital Environment	61.8 ▼	72.2 ▲	100 ▲	69.5
Pain Management	41.7	55.0 ▲	50.0 ▼	48.7
Comm About Medicines	81.3 ▲	66.7 ▼	100 ▲	75.2
Discharge Information	90.0 ▲	100 ▲	100	92.4
Care Transitions	51.5 ▼	38.9 ▼	100 ▲	52.8



Outpatient Ambulatory Surgery Experience Analysis

We are making improvements in all sections of care for Ambulatory Surgery.

Standard Scores	Jul '16 - Sep '16		Oct '16 - Dec '16	
	Score	n	Score	n
Overall	91.9 ▼	14	94.9 ▲	30
Registration	91.1 ▲	14	91.3 ▲	29
Nursing	94.3 ▼	14	97.5 ▲	29
Physician	90.9 ▼	14	95.6 ▲	29
Facility	95.8 ▲	14	97.5 ▲	28
Overall Assessment	95.5 ▲	13	98.1 ▲	30
Personal Issues	83.8 ▼	14	89.6 ▲	30



Ambulatory Surgery
Peace Island Medical Center
Overall



Patient/Family Comments



I'm not sure if I remember everything that you might ask. So let me say this. I WANT TO BE IN YOUR HOSPITAL... ANYTIME I'M HURT - I'm almost 70 years old. That was my first ambulance ride, first broken bone. I can't imagine being taken care of better!! Thank-you - For you assurance

*Dr. Perez is the best thing that ever happened to the ER.

*Dr. Appleton was warm, knowledgeable, compassionate and communicative. He was great!

Wonderful doctor. I was addressed to as a person not a #.

Peace Health ER in Friday Harbor, WA was the best possible experience a bloody cyclist could ask for! Warm, compassionate & highly skilled.

I had immediate medical attention and had a nurse and dr. in the room the entire time.

At age 88 - I have been to other ER's but NEVER have I been to one as excellent in every way as Peace Health - my congratulations to *Dr. Sullivan and his entire staff. They made it possible for me to continue my cruise!!

I left the hospital with comfort; I believe we dealt with the symptoms of neck muscle spasms. In subsequent days, the medication maintained my comfort of symptoms. I did not understand the underlying cause. With chiropractic help, I believe I am getting to the cause. I really appreciate the care provided by the hospital.

*Dr. Perez even made a follow-up call later in the day to check on me (that was a first for me). After this experience I am no longer concerned about moving to SJ Island. Top notch staff and just all around nice people. Wish we could get health care like this in Houston.

I was surprised at the amount of time the staff spent in conversing with me. I am used to a "production line" less personal relationship.

Staying here on Island was 100% better than my 11 day stay on the main campus in Bellingham.

*Dr. Sullivan was a first-rate ship. He & the ER room, and Peace Island Hosp. FH, as a whole, EXCELLENT - HEADS & SHOULDERS above Group Health (bigger operation, in midst of big city, I know) in Seattle -

This is a small hospital. The nurses checked in on me and responded when I hit the call buzzer. I had the same nurse & tech for 12 hr. shift which allowed them to determine I needed to stay longer.

