

**Mt. Baker Planned Parenthood**  
Semi-Annual Report to San Juan Hospital District  
Reporting Period: January 1, 2018 – June 30, 2018

At MBPP, the first half of 2018 was focused on converting our electronic medical record from AdvancedMD, which we implemented in 2005, to eClinicWorks (eCW). This successful conversion went live on February 1<sup>st</sup>. The switch-over was relatively smooth but did have an impact on patient numbers as we prepared staff with training and then subsequently learned the system in our day-to-day patient encounters.

The net effect of this new system for patients is enhanced operability and utilization because the system is less cumbersome. Patients can now register themselves via a kiosk in the health center providing them with easier access to their medical record, allowing them to make appointments, engage with staff, and view their visit summaries and lab results. The patient comments we have received about the new system are overwhelmingly positive.

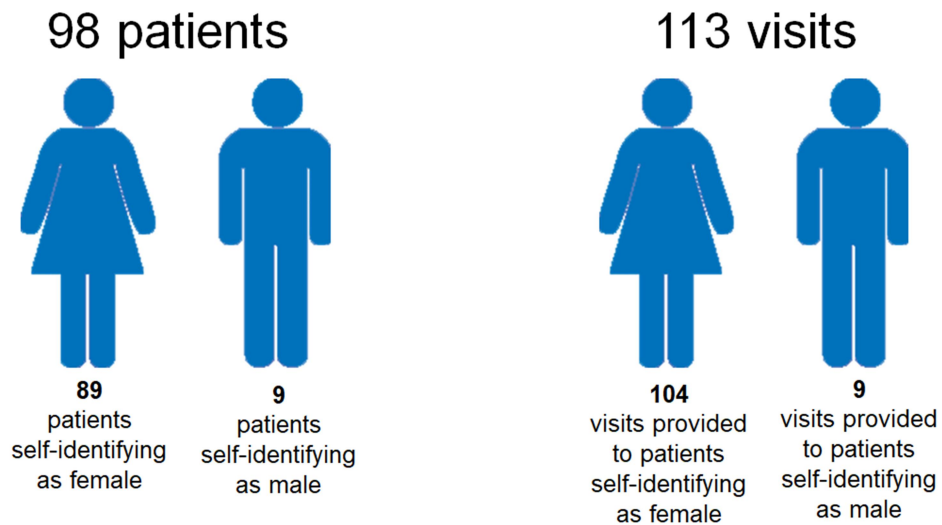
For MBPP, eCW has proven to be more stable with less “down time”. It allows for reporting capabilities that were not available in our prior system, and is more robust in the way templates are structured to ensure we meet HEDIS and federal reporting measures. We continue to monitor and make system improvements as we learn the depths of the functionality of the system. Our patient productivity which was reduced during the roll-out has now increased as providers and medical support staff has become more familiar with the system, and their understanding of its operability has improved.

On health care reform work, MBPP continues to be highly engaged in efforts in the North Sound region and Linda McCarthy is a member of the North Sound Accountable Community of Health (NSACH) Board of Directors and Program Council. Through this work she has continued to look for opportunities where MBPP can improve access to reproductive health care in the region, specifically in San Juan, Skagit, and Whatcom Counties where we provide services. NSACH was one of only three regions that included reproductive health care projects in their work, and is the only Accountable Community of Health in the state that decided to include all eight project areas in our deliverables.

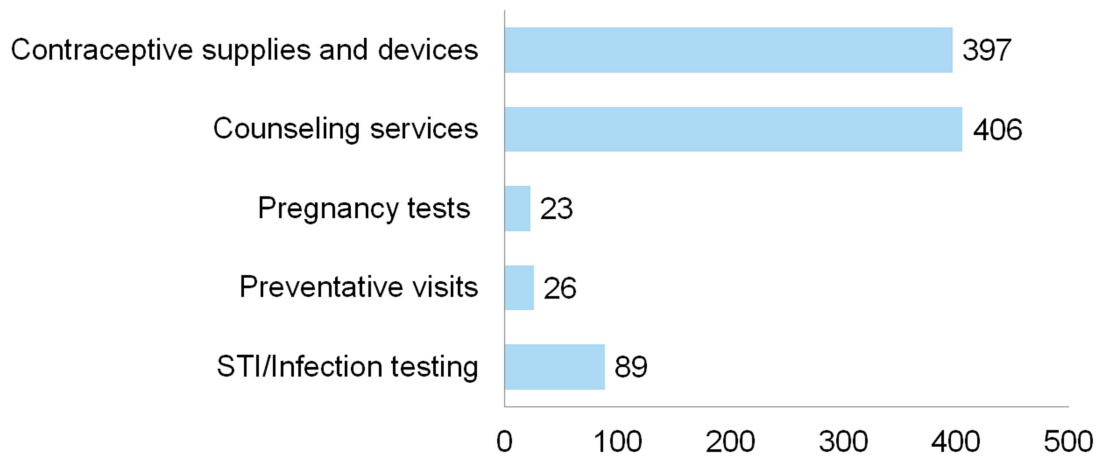
MBPP is also very engaged in a state effort to reduce unintended pregnancy through the launch of Upstream. Upstream is a 5-year project (planning year one is 2018) designed to improve intentional parenthood through the provision of highly effective contraceptives, primarily LARC – long-acting reversible contraception. Linda McCarthy sits on the state advisory board chaired by Governor Inslee’s wife, Trudy Inslee. This project will provide education and training to providers (and community organizations) throughout the state as well as a state-wide media campaign in year four. The project will also offer precepting opportunities for providers to increase their comfort in inserting IUC’s or implants with focused one-on-one training at skilled health centers such as Planned Parenthood. Upstream trains providers to ask the “one key question”: “are you intending to get pregnant in the next year?” This seems like a simple question yet the majority of people being asked, whether women or men, state that no provider has ever asked them this important question nor have many of them given it considerable thought. This project is expected to significantly reduce the number of unintended pregnancies, and MBPP is excited to be in a position to help with this important work.

## Health Center Data

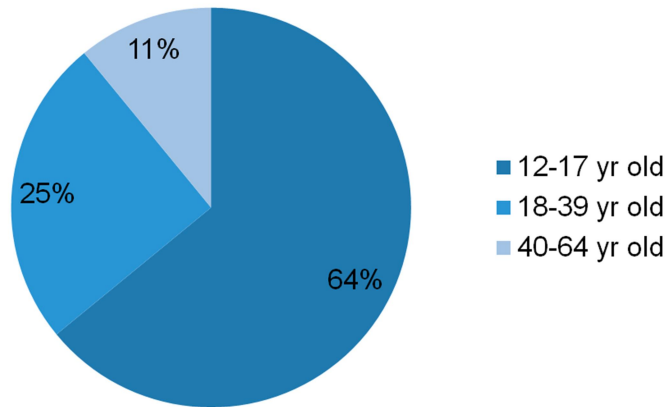
During the reporting period January 1, 2018 – June 30, 2018, the Friday Harbor Health Center served:



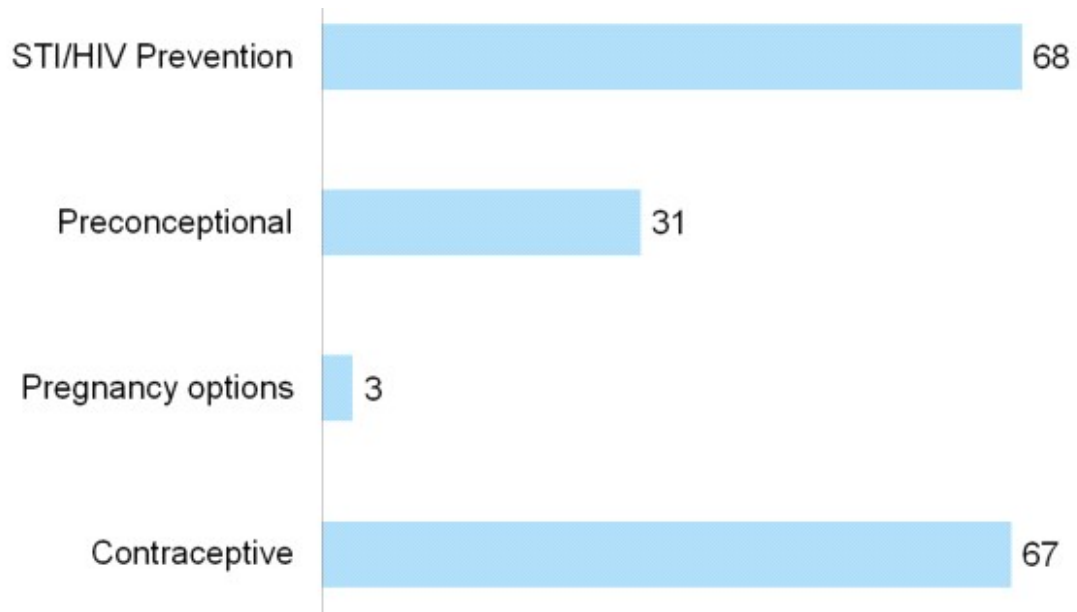
## Services Provided



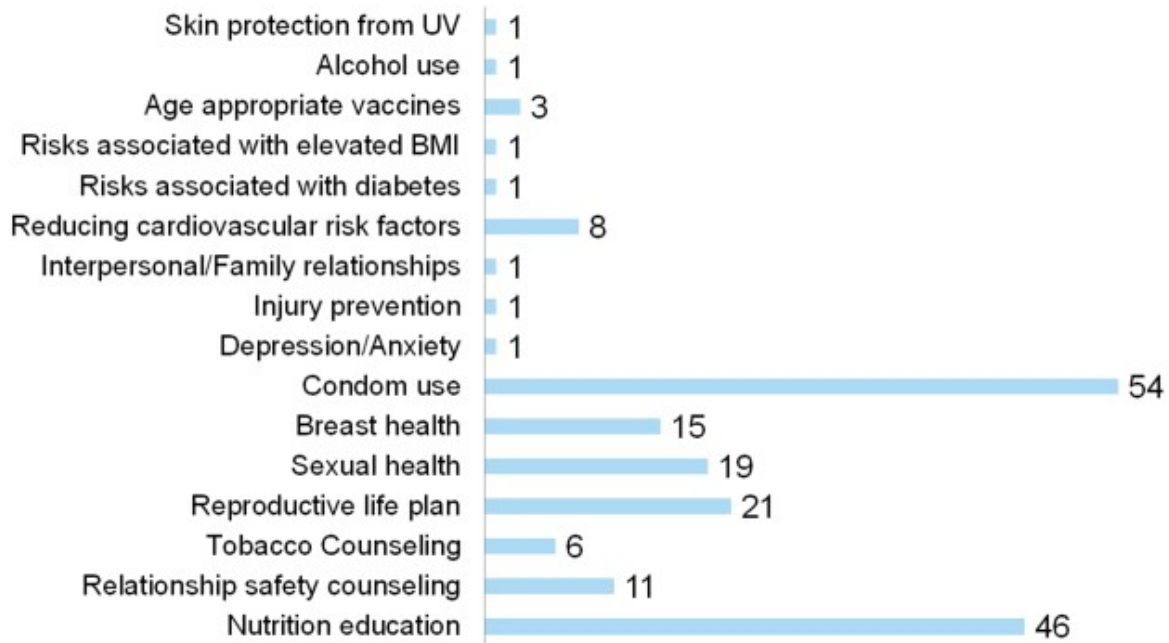
### Preventive Visits by Age



### Health Education Services Provided

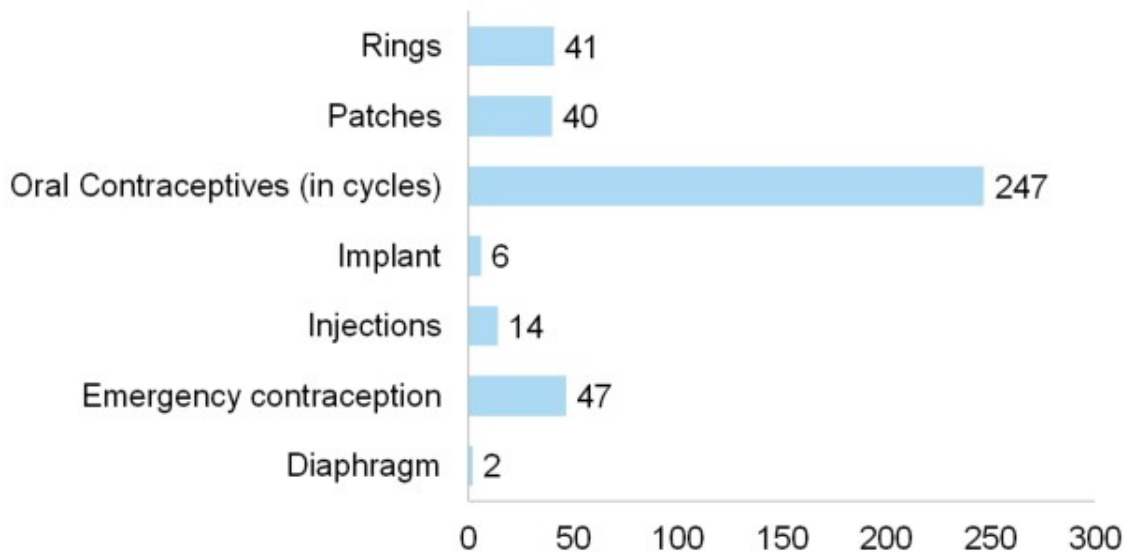


### Other Counseling Services Provided



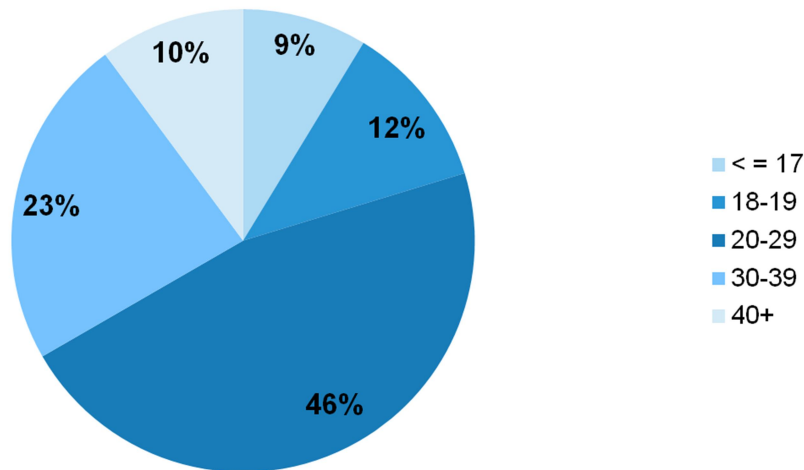
### Contraceptive Supplies and Devices Provided On-Site

Note the increase in Implants (LARC). The SJHD grant has made it possible for MBPP to pay for a nurse to travel to the Friday Harbor health center once a month to support the provider in offering these highly effective contraceptives. These methods are effective for 3-12 years and allow women to be in better control of the planning and spacing of their children. Offering more LARC has also reduced the number of oral contraceptives dispensed as more women choose the highly effective methods.

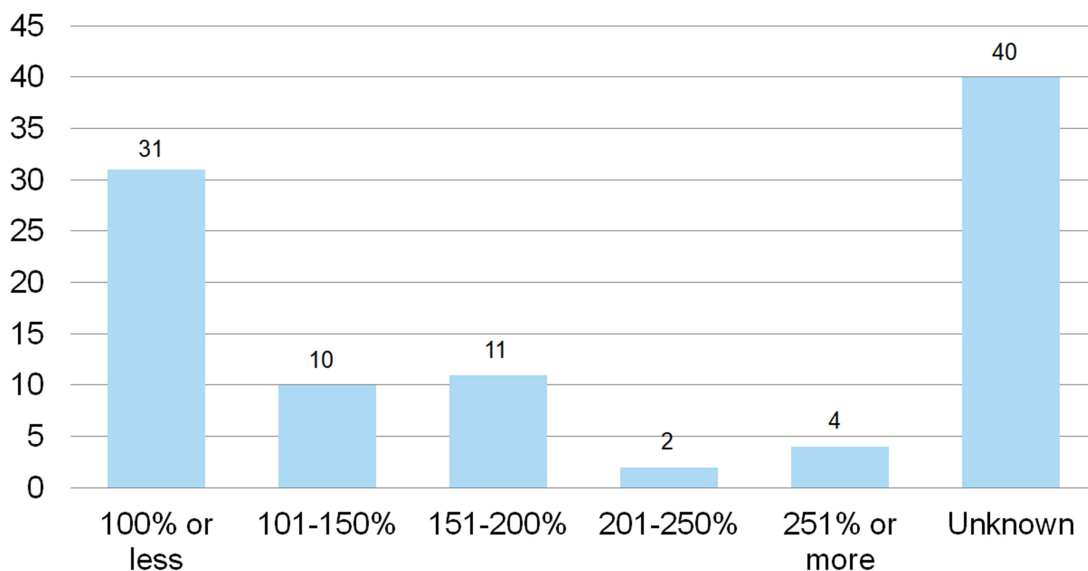


### Patient Age Distribution

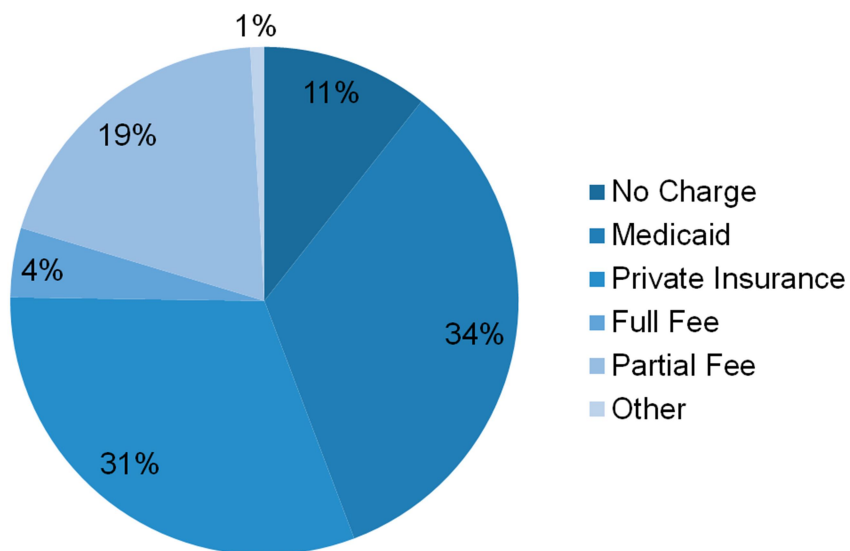
MBPP adheres to all state and federal laws regarding the provision of service to patients of all ages, maintaining the confidentiality of those visits. When applicable, MBPP makes reports to authorities for youth and/or vulnerable adults deemed to be at risk of abuse.



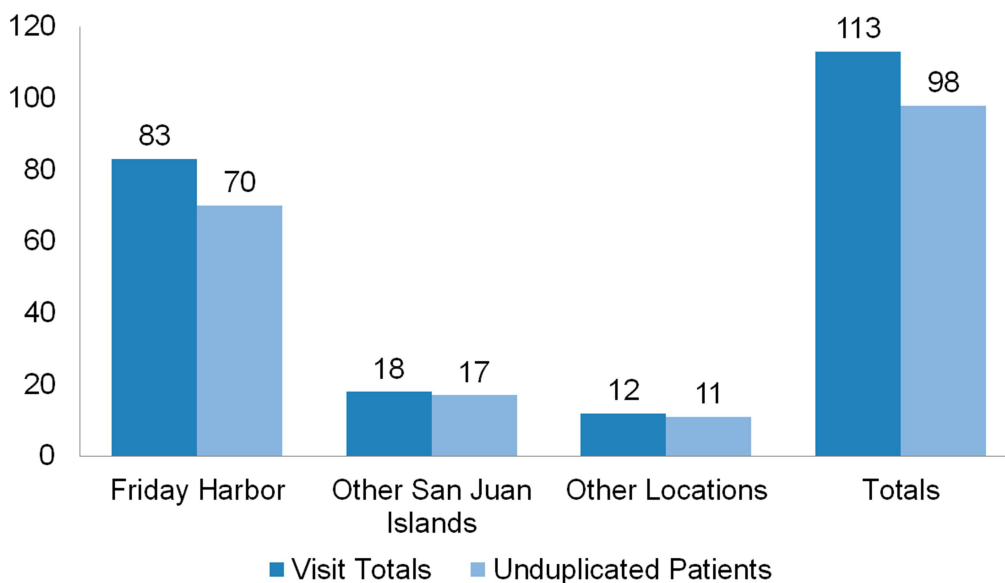
The majority of patients served in Friday Harbor continue to have incomes less than 100% of the Federal Poverty Level (FPL), which equals \$12,140 for a family of one or \$25,100 for a family of four. An additional 42 patients have incomes between 101-150% FPL, which equals \$12,141-\$18,210 for a family of one or \$25,101-\$37,650 for a family of four.



MBPP accepts all forms of payment; from sliding scale fee-for-service to Medicaid, Medicare, Tricare, and private insurance. No one is ever refused services because of inability to pay.



The vast majority of patients served in the Friday Harbor Health Center are from Friday Harbor, 16% are from other San Juan Islands, and 11% percent from other locations.



MBPP takes our patient satisfaction very seriously. We participate in the national patient experience project through PressGaney which independently measures patient satisfaction. The Friday Harbor health center scores high in patient satisfaction with the exception of access related to our one day of operation.

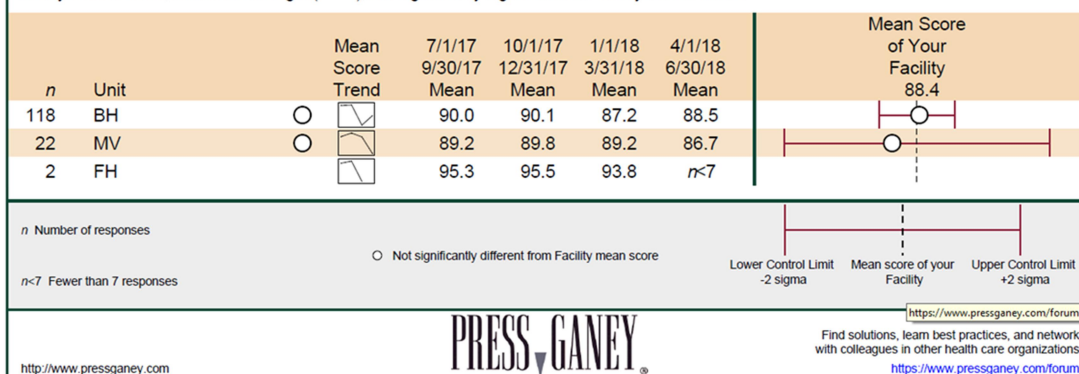
Planned Parenthood Mt. Baker

4/1/2018 - 6/30/2018

## MEDICAL PRACTICE REPORT - Unadjusted

### 8.0 Comparative Analysis by Unit

This section lists sites in your preferred order and provides historical mean scores for the last four report periods. The chart on the right allows you to identify which sites performed significantly differently from your facility as a whole. The vertical line drawn down the middle of the I-bars represents your current standard-item overall facility mean score; the actual score is listed above the dotted line. The I-bars represent a range of plus or minus 2 sigma for each unit around the facility mean. I-bars will be wider for sites having more variability or fewer respondents and narrower for sites having less variability or more respondents. If a unit's mean score falls to the left of its I-bar (●), then the unit's mean score is significantly lower than the facility's mean score; if it falls to the right (○), it is significantly higher than the facility's mean score.

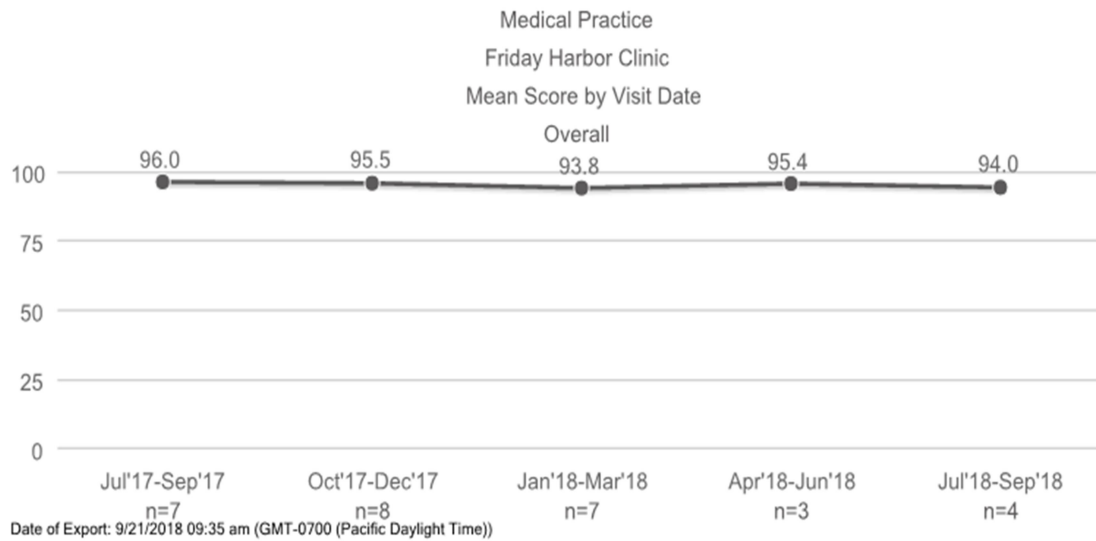


Standard Scores	Oct '17 - Dec '17		Jan '18 - Mar '18		Apr '18 - Jun '18	
	Score	n	Score	n	Score	n
<b>Overall</b>	<b>95.5 ▲</b>	<b>8</b>	<b>93.8 ▼</b>	<b>7</b>	<b>96.9 ▲</b>	<b>2</b>
Access	83.3 ▲	8	83.9 ▲	7	87.5 ▲	2
Moving Through Your Visit	98.4 ▲	8	82.1 ▼	7	93.8 ▲	2
Nurse/Assistant	100	8	98.2 ▼	7	100 ▲	2
Care Provider	98.1 ▲	8	99.6 ▲	7	100 ▲	2
Personal Issues	97.7 ▼	8	99.1 ▲	7	100 ▲	2
Overall Assessment	95.3 ▼	8	100 ▲	7	100	2

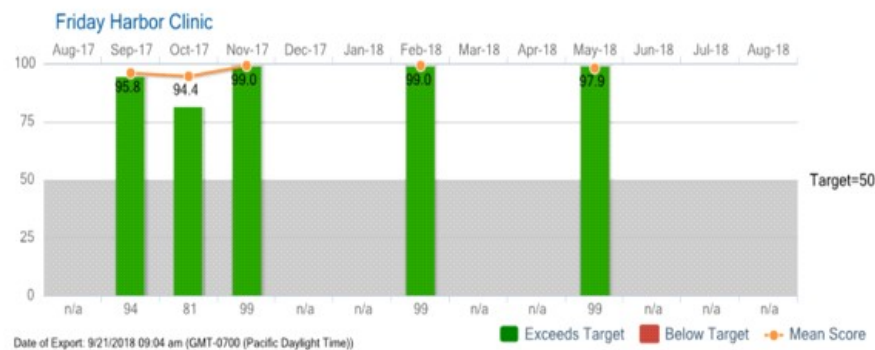
# MEDICAL PRACTICE REPORT

## Question Analysis

Overall Section	Provider by Type				
	Nurse Practitioner				
	Freestanding N = 2012		OB/GYN Sites N = 363		
	Mean	Mean	Rank	Mean	Rank
Std Overall	94.3	91.6	75	91.7	71
Std Access	84.8	89.4	14	89.4	16
Std Moving Through Your Visit	90.9	86.5	72	85.7	71
Std Nurse/Assistant	97.5	93.4	90	93.2	90
Std Care Provider	97.4	93.5	84	94.2	76
Std Personal Issues	98.0	93.9	93	94.6	86
Std Overall Assessment	97.5	93.3	88	93.6	83



Friday Harbor Average Percentile Rank = 97%





Finances of running a remote site are constantly challenging, even with SJHD subsidy. Our 6-month financials show a deficit of \$5,063 through this report period which we subsidize as an Organization.

<b>Mt. Baker Planned Parenthood - Friday Harbor Health Center</b>	
Semi- annual financial report for period ending June 30, 2018	
Support and Revenue	
Support	
Government Grants and Contracts	31,652
Fund Raising	<u>7,354</u>
Total Support	39,006
Patient Service Revenue	
Private Insurance and Self Pay	35,917
Medicaid, Medicare, Healthy Options	12,448
Allowance for contractual adjustments and bad debts	<u>(33,866)</u>
Total Patient Service Revenue	14,499
Revenue	
Miscellaneous	<u>0</u>
Total Revenue	<u>0</u>
Total Support and Revenue	<u>53,504</u>
Expense	
Payroll	
Salaries and Wages	24,641
Taxes and Benefits	<u>4,916</u>
Total Payroll	29,557
Other Operating Expenses	
Facility Expenses	9,333
Business Expenses - Other	329
Dues	168
Utilities & Telephone	1,343
Professional Services	1,017
Medical supplies	3,416
Lab Fees	0
Travel, Conference and Meetings	1,132
Insurance	622
IT expenses (Data lines, SW)	5,194
Equipment Expenses	309
Training & Education	106
Marketing & Advertising	1,606
Taxes ( Non payroll)	272
Miscellaneous	669
Depreciation	3,294
Bad debt	<u>200</u>
Total Other Operating Expenses	<u>29,010</u>
Total Expense	<u>58,567</u>
Excess ( Deficit)	<u>(5,063)</u>

**Mt. Baker Planned Parenthood - Friday Harbor Health Center**

Annual Financial Report for period ending June 30, 2018

Sources of Support and Revenue	
Medicaid, Medicaid Managed Care	5,447
Medicare	0
Private Insurance	6,099
Self-Pay	2,952
Total Patient Service Revenue	14,499
Government Grants - Federal	3,010
Government Grants - State	8,242
Government Grants - Local	20,400
Total Government Grants	31,652
Fundraising	7,354
Other Revenue	0
Total Support & Revenue	53,504

MBPP has increased our San Juan County marketing by approximately 50%. This includes the following ads in the *Journal of the San Juans*.



In the remainder of 2018 we are continuing to focus on identifying opportunities to improve our work in the community. Our Education Department will be contacting the Friday Harbor schools to offer *Teen Council* (youth-led education) presentations on ‘Protection’ and ‘Consent’. We will work with Upstream to position our health centers to offer precepting opportunities for improving access to LARC, and we will continue to develop project opportunities through the NSACH that will benefit all of our health centers. In addition, we have been meeting with new community members to enhance our fund raising to reduce our overall deficit. The community has been very responsive and we are pleased to continue to be a part of the health care delivery system as we have since 1995.