



Peace Island Medical Center

Reporting Period July 1, 2020 through December 31, 2020



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





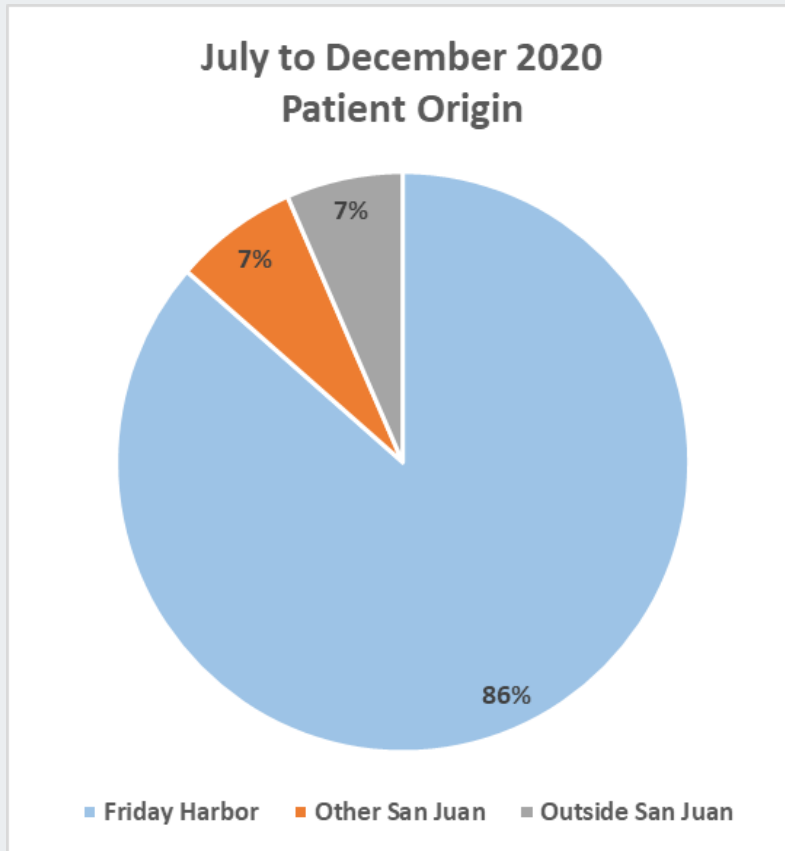
Number of Patients Served

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	2017		2018		2019		2020	
	Jan-Jun	July-Dec	Jan-Jun	July-Dec	Jan-Jun	July-Dec	Jan-Jun	July-Dec
a. Clinic Visits:	6,459	6,767	6,747	7,421	7,880	8,507	6,794	8,454
b. ER Visits:	1,595	1,933	1,757	2,054	1,747	2,104	1,437	1,975
c. Inpatients and observation patients:	72	79	105	105	105	78	54	78
d. Imaging exams (all modalities):	3,673	4,265	4,234	4,618	4,502	5,123	4,237	5,474
i. Radiology (X-ray, CT, DEXA, EKG, Echo, Vascular studies)								
1) Inpatients:	31	81	45	32	40	53	44	32
2) Outpatient:	2,835	3,280	3,261	3,555	3,469	3,787	2,998	3,846
ii. Ultrasound								
1) Inpatients:	3	6	2	5	3	2	7	5
2) Outpatient:	414	439	491	533	527	535	461	591
iii. MRI:	66	90	86	99	101	96	95	113
iiii. Mammography	324	369	349	394	362	650	632	887
e. Laboratory tests:	17,023	18,226	20,669	21,756	22,302	22,351	18,655	22,851
f. Surgeries/outpatient procedures:	193	187	183	229	189	211	153	214
g. Cancer Care and Specialty Center:	579	675	909	971	988	1,104	965	1,040
h. Urgent Walk In Care	402	303	164	189	168	238	122	229



Patient Origin by Zip Code 98250



- 86 % of the patients served at PIMC are district residents - 98250
- 7 % of the patients are from other zip codes in San Juan County (Orcas, Lopez, Shaw)
- 7 % are from outside of San Juan County.



Health Services Provided at PIMC

- Primary Care with Peace Health Medical Group
- 24/7 Emergency Department Services
- Integrated Behavioral Health Program
- Visiting Specialty Care
- Outpatient Cancer Care and Infusion Services
- Outpatient Surgical Services
- Diagnostic Imaging & Laboratory Services
- Outpatient/Inpatient Physical Therapy Services
- Professional Pharmacy Services

Number and Type of Clinical Providers at PIMC - Updates

- Primary Care – Jessie Nye, D.O., joined the clinic full time in August. Mallory Brown, ARNP, returned part-time in January 2021, after a leave of absence.
- Emergency Dept: Susan Brown, M.D., joined the ED as a full-time provider in December and a resident of SJI.
- Cancer Care: Dr. Peter Reissmann, will provide locum coverage until August 2021.
- GI Consults & Procedures: Dr. Woods, Dr. Stiner, Dr. Morrison



Quality Initiatives for COVID-19

COVID-19 Update

- Dedicated COVID-19 PeaceHealth site in alignment with CDC guidelines.
 - Policies other resources readily available to staff to ensure safety of staff, patients, and visitors, updated accordingly to current guidelines.
- Single-point entrance process to screen staff, patients, and visitors continues successfully.
 - Includes process for those that need be seen that have symptoms.
- Onsite drive-up testing a success!
- No hospital acquired COVID-19 infections have occurred despite efforts and focus on COVID-19.
- Vaccine clinics for staff and members of the community.



Quality Measures and Performance

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

- Patient Safety Events
- Healthcare-associated Infections (e.g. CAUTI, CLABSI, C. diff, MRSA)
- Falls with harm
- Hospital Acquired Pressure Injuries
- Readmissions
- Median time from ED arrival to transfer to higher level of care
- Patient Experience (Inpatient Overall, Nurse Communication, Would recommend hospital)
- Patient Experience (Medical Practice Overall)
- Outpatient Diabetes Hemoglobin (HbA1c) Control

Quality Measures and Performance (cont.)

PeaceHealth Peace Island has the opportunity for the next six to eight months to implement system Clinical excellence initiatives and subsequent quality measures such as:

- Sepsis
 - Put on hold during COVID in 2020
- Bio-Vigil Hand Hygiene Electronic Monitoring System

Bio-Vigil Hand Hygiene Monitoring

**WE ARE COMMITTED TO PROTECTING
EACH AND EVERY PATIENT FROM
THE SPREAD OF INFECTION.**

To promote patient safety and satisfaction, our hospital uses the BioVigil system to ensure our physicians and staff always have clean hands. The BioVigil badge's hand turns green, yellow or red to show their hand hygiene status:



SAFE AND CLEAN



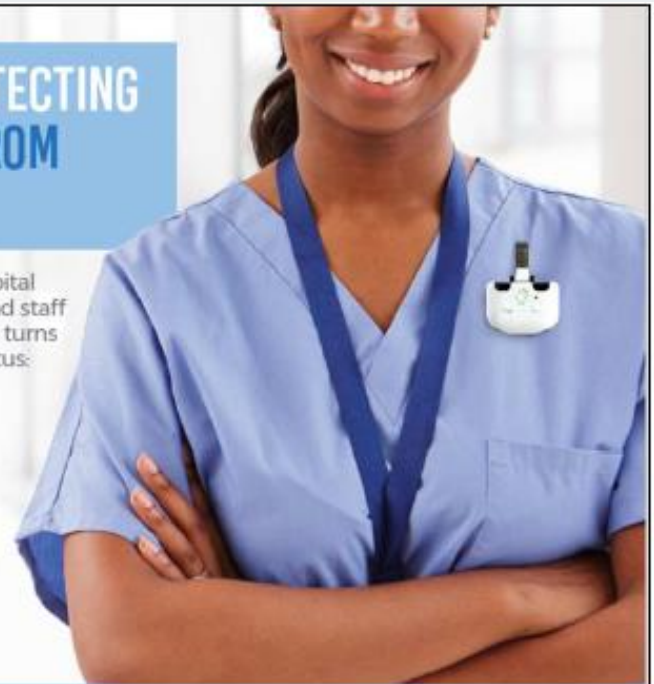
**REMINDER TO CLEAN
HANDS**

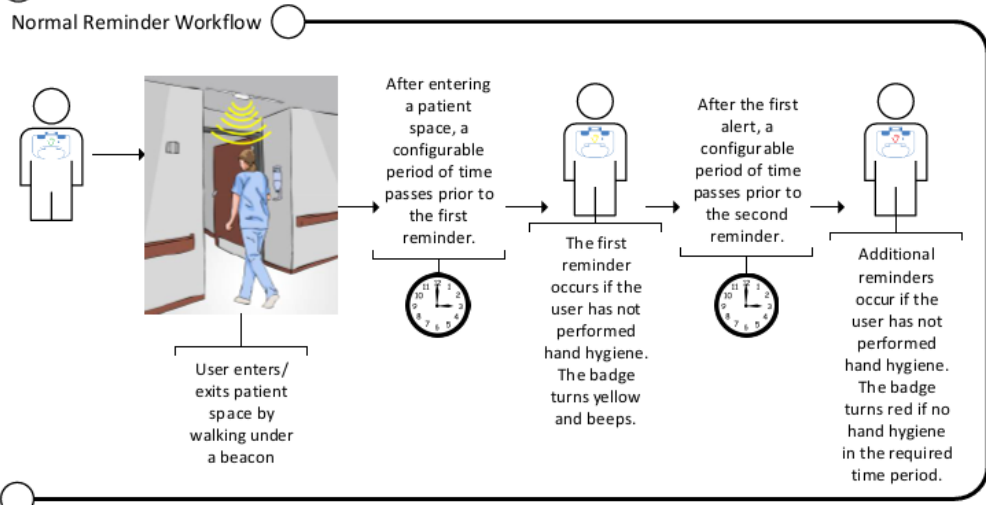
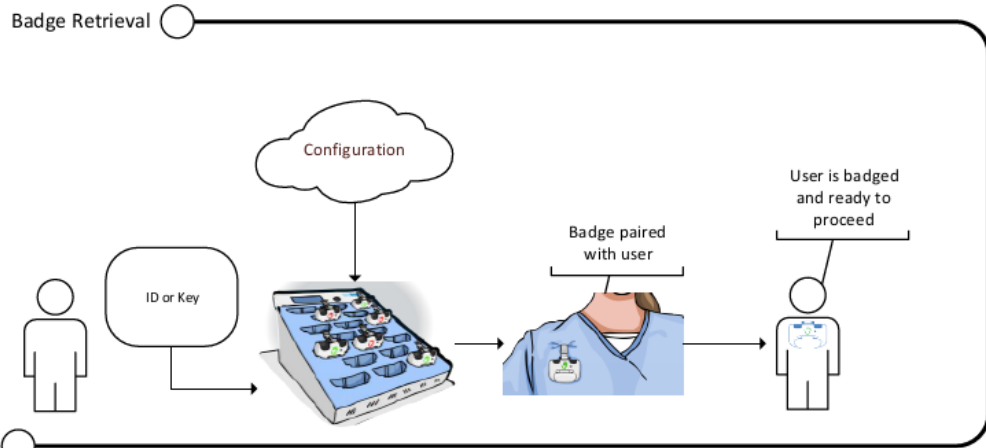


**STOP AND CLEAN
HANDS**

If you see someone with a red badge,
ask them to clean their hands.

BIOVIGIL®





How Bio-Vigil works:

The BioVigil System – What it Does for Clients



GREEN IS CLEAN

- ACHIEVE & SUSTAIN** 97%+ hand hygiene performance 24/7/365
- REDUCE** healthcare acquired infections by 17-99%
- PROMOTE** patient and staff safety with every encounter
- INCREASE** patient engagement and satisfaction
- IMPROVE** quality and outcome performance and reimbursements
- LOWER** operating costs *and* remove hand hygiene compliance auditing and reporting burdens
- AVOID** poor safety grades, HAC & VBP penalties and Joint Commission cited deficiencies



FISCAL YTD Q1 & Q2 Patient Experience (7/1/2020 – 12/31/2020)

PATIENT EXPERIENCE -- Reported by received date (results updated 01/04/21, based on surveys received through 12/31/20)
Peace Island Medical Center | PHMG Friday Harbor

■ Score < baseline
■ Score between baseline and target
■ Score ≥ target

Measure	FY21 Target	FY20 Baseline Score	FY20 Baseline Rank	FYTD21 Score	FYTD21 Rank
HCAHPS Rate Hospital 0-10 Top Box Score (all surveyed inpatients)	72.1%	81.8%	86	88.9%	96
				18	
HCAHPS Recommend Hospital Top Box Score (all surveyed inpatients)	73.6%	77.3%	69	94.4%	99
				18	
HCAHPS Communication with Nurses Top Box Score (all surveyed inpatients)	81.0%	84.8%	82	92.6%	99
				18	
HCAHPS Responsiveness of Hospital Staff Top Box Score (all surveyed inpatients)	62.4%	66.9%	55	87.8%	99
				16	
HCAHPS Cleanliness of Hospital Environment Top Box Score (all surveyed inpatients)	72.2%	76.2%	65	83.3%	92
				18	
HCAHPS Quietness of Hospital Environment Top Box Score (all surveyed inpatients)	56.8%	66.7%	72	72.2%	87
				18	

PATIENT EXPERIENCE -- Reported by received date (results updated 01/04/21, based on surveys received through 12/31/20)
Peace Island Medical Center | PHMG Friday Harbor

■ Score < baseline
■ Score between baseline and target
■ Score ≥ target

Measure	FY21 Target	FY20 Baseline Score	FY20 Baseline Rank	FYTD21 Score	FYTD21 Rank
Bedside Shift Report Top Box Score (all surveyed inpatients)	65%	40%		71%	
				17	
Purposeful Hourly Rounding (all surveyed inpatients)	75%	65%		89%	
				18	
Leader Rounding (all surveyed inpatients)	40%	62%		33%	
				18	
ED-CAHPS Rate ED 0-10 Top Box Score (all surveyed ED patients)	66.0%	84.3%	97	86.8%	98
				243	
ED-CAHPS Doctors Explain Things Top Box Score (all surveyed ED patients)	76.5%	87.3%	97	89.8%	99
				244	
ED-CAHPS Nurses Explain Things Top Box Score (all surveyed ED patients)	76.8%	89.1%	97	89.4%	97
				246	
OAS-CAHPS Rate Facility 0-10 Top Box Score (all surveyed ambulatory surgery patients)	83.5%	93.1%	87	92.6%	87
				54	



Inpatient Experience Overview (July – December 2020)

Global DOMAIN	Question	n	%	All DB N = 2617
Global Rating Item Rate hospital 0-10		0	0	0.9
		1	0	0.5
		2	0	0.6
		3	0	0.9
		4	0	1.0
		5	0	2.6
		6	0	2.1
		7	0	5.2
		8	3	16.7
		9-10	15	83.3
		Total	18	
				Top Box %ile rank 90
Global Rating Item Recommend the hospital	Definitely no	0	0	2.5
	Probably no	0	0	3.4
	Probably yes	1	5.6	22.5
	Definitely yes	17	94.4	71.3
	Total	18		
COMM W/ NURSES	Never		N/A	0.8
	Sometimes		N/A	4.0
	Usually		7.4	15.5
	Always		92.6	79.4
	Total	18		
RESPONSE OF HOSP STAFF	Never	0	0	2.0
	Sometimes	0	0	8.9
	Usually	12	12.7	24.4
	Always	4	87.3	64.7
	Total	16		
COMM W/ DOCTORS	Never	0	0	1.3
	Sometimes	3	3.7	3.9
	Usually	7	7.4	14.5
	Always	8	88.9	80.2
	Total	18		

Global DOMAIN	Question	n	%	All DB N = 2617
HOSPITAL ENVIRONMENT	Never	0	0	2.7
	Sometimes	5	5.6	7.4
	Usually	11	16.7	23.2
	Always	7	77.8	66.4
	Total	18		
COMM ABOUT MEDICINES	Never	10	10.6	11.2
	Sometimes	11	11.1	9.4
	Usually	5	5.6	17.8
	Always	7	72.8	61.6
	Total	10		
DISCHARGE INFORMATION	No	2	29.2	13.1
	Yes	14	70.8	86.8
	Total	16		
CARE TRANSITIONS	Strongly disagree	0	0	2.3
	Disagree	2	2.0	4.0
	Agree	35	35.2	41.5
	Strongly agree	6	62.9	52.1
	Total	18		

ALL PG DB= All Inpatient Hospital client surveys returned for all hospitals in the entire Press Ganey Database.

n=Number of surveys returned

Top Box Score= patients who answered “always”, “strongly agree” or “9-10” on ranking question.

Top Box Percentile Rank= what percentile PIMC ranks against all Press Ganey hospitals in the nation for top box score.

Between January 1st and June 30th we only received 18 inpatient surveys. We need at least 30 returned surveys to be able to validate the data as statistically significant. These reports do allow us to see when patients responded “never” “sometimes” or “usually”, which helps us see inconsistencies of care and opportunities for improvement.

Current opportunities for improvement include quietness of hospital environment, describing new medication side effects, preparing patients for symptoms to evaluate after discharge and how to get help for those.



Patient/Family Comments

I was in such a great deal of pain and was treated promptly to help manage this pain with speed & thoughtfulness. I personally work in health care and was so incredibly impressed with the empathy & professionalism that was shown to me. It aligned with all the factors of fantastic patient care. For this I sincerely thank you! Your facility is a place I would be proud to work with. Thank you one & all for your care, not just for my physical well-being but my emotional well-being as well. Much appreciation!
(ED)

Everyone was so courteous and enjoyed making you feel like "they had your back." Thank you for making me feel special... I'm doing better. (IP)

Everyone involved in the procedure especially the nurse, was friendly and efficient in making me comfortable and well prepared for the colonoscopy. (OAS)

This visit was by far the best experience in visiting an ER ever!!! Everyone was kind, friendly, professional and efficient. (ED)

Phone follow up the next day was very nice to make sure I had no problems. (OAS)

If receiving Adenosine can be pleasant, this time it was *Dr. Perez and *Adrienne were wonderful. Every ER should be like this. (ED)

I was SO touched by how caring, kind, professional, prompt, calm, reassuring and comforting they all were. I was so scared and they REALLY took great care of me. So proud of all of them. Love.
(ED)

*Dr. Randall, a resident, was wonderful! He was supervised by *Dr. Matthews, also wonderful. (ED)

The staff do their utmost to make you feel comfortable, they are professional, and clearly work well together as a team. They abided by my wish to stay as alert as possible and not have unnecessary levels of anesthesia. I was able to resume normal activity the day after surgery and had no pain and no need for medication. (OAS)

The nurse *Lindsey was attentive, efficient and cared for my welfare.
(ED)

The surgical team at PIMC is fantastic. Thank you to *Dr. Stiner, *Julie, *Melissa, *Desirae, *Dawn, *Karli, *Megan. (OAS)

IP= Inpatient ED= Emergency OAS= Outpatient Ambulatory Surgery

Summary Financial Report

PIMC Tax Levy Analysis
For the 6 month Period Ending December 2020

	Emergency	Family Practice	Total
July 2020 to Dec 2020 Revenue Accrued (Monies not yet received)			516,838
Net Patient Revenues	1,980,638	1,044,237	3,024,875
Other Income	-	-	-
Total Operating Revenues	1,980,638	1,044,237	3,024,875
Total Direct Expenses	2,676,855	1,413,307	4,090,163
Operating EBITDA Margin	(696,217)	(369,070)	(1,065,288)
Depreciation	4,638	5,779	10,417
Gain/(Loss)	(700,855)	(374,849)	(1,075,704)
Sub-Total gain/(loss) After Subsidy and Operations			(558,866)
Other Items:			
PIMC Other Medicare			(4,038,827)
PIMC Other Medicaid			(1,213,809)
PIMC Other, Bad Debt and Charity			(537,801)
Total amount of gain/(loss) after Subsidy			(6,349,303)



PIMC Tax Levy Analysis
For the 6 month Period Ending December 2020

			516,838
July 2020 to Dec 2020 Revenue Accrued (Monies not yet received)			
	Emergency	Family Practice	Total
Gross Revenue	2,727,559	-	2,727,559
Professional Revenue	578,884	1,600,755	2,179,639
Total Gross Patient Revenue	3,306,443	1,600,755	4,907,198
Medicare	508,817	204,776	713,593
Medicaid	452,818	150,926	603,744
Commercial and Other Payers	220,390	159,794	380,184
Bad Debt	42,558	10,239	52,797
Charity	101,223	30,782	132,005
Total Deductions	1,325,805	556,518	1,882,323
	40.1%	34.8%	38.4%
Net Patient Revenues	1,980,638	1,044,237	3,024,875
Other Income	-	-	-
Total Operating Revenues	1,980,638	1,044,237	3,024,875
Expenses			
Salaries	1,930,842	935,133	2,865,975
Benefits	352,307	214,266	566,572
Supplies	48,948	12,710	61,658
Professional Fees	25,614	-	25,614
Purchased Services	1,508	68,669	70,177
System Fee	258,731	174,368	433,099
Rental/Lease	-	-	-
Other Expenses	58,905	8,162	67,067
Total Direct Expenses	2,676,855	1,413,307	4,090,163
Operating EBITDA Margin	(696,217)	(369,070)	(1,065,288)
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Gain/(Loss)	(700,855)	(374,849)	(1,075,704)
Sub-Total gain/(loss) After Subsidy and Operations			(558,866)
Other Items:			
PIMC Other Medicare			(4,038,827)
PIMC Other Medicaid			(1,213,809)
PIMC Other, Bad Debt and Charity			(537,801)
PIMC Other Charity			-
Total amount of gain/(loss) after Subsidy			(6,349,303)



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 -\$6,866,141. With an estimated tax subsidy of \$516,838, the loss is reduced to -\$6,349,303".
- Total PeaceHealth services provided for the same period, resulted in a positive margin of \$887,710 or, 7.38% with the subsidy, and a positive margin of \$370,872 or, 3.08% without the subsidy.