

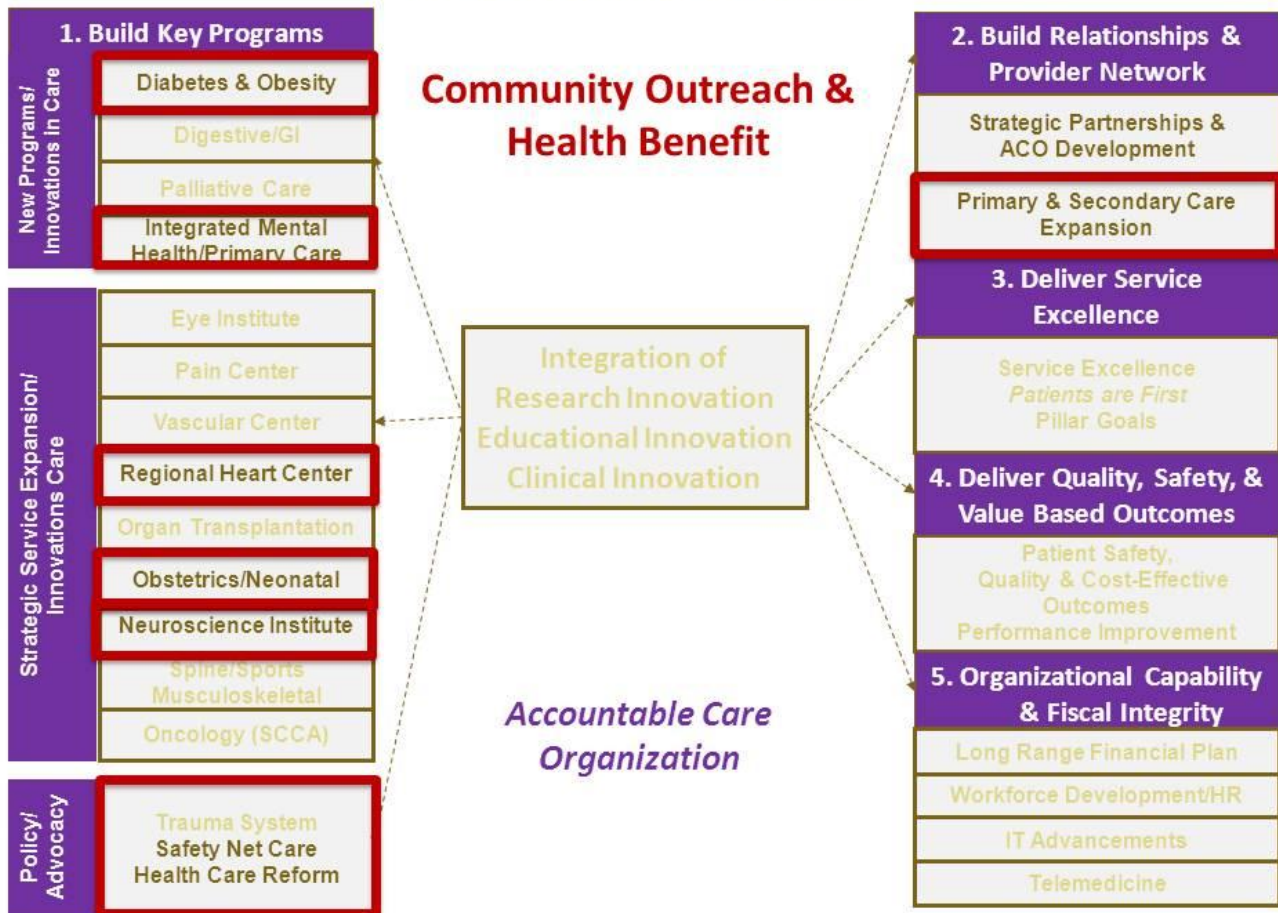
2014 Community Benefit Report

In our journey to be an Accountable Care Organization on the path to achieving the Triple Aim, it is vital that we leverage the available population health data to help guide our community outreach efforts. This report integrates data from the King County Health Profiles, Community Health Needs Assessment and reports generated from VMC's patient and financial systems. To ensure we are staying on course strategically, there were several key components identified that also tied back to UW Medicine's "H" Diagram.

Chronic Disease & Leading Cause of Death

	No physical activity	Obese	Smoker	Diabetes	Maternal & Child Care	Stroke	High blood pressure	Heart Disease	Cancer	High Cholesterol	Flu	% of VMC Outreach Dollars Allocated	Population	# of VMC PC & UC unique patients served in 2014
Kent (West-slightly higher need)	Red	Red	Red	Red	Red	Yellow	Yellow	Red	Red	Green	Green	49%	124,435	49,443
Renton (South-most need)	Yellow	Red	Red	Red	Red	Yellow	Yellow	Yellow	Yellow	Yellow	Red	36%	116,105	35,563
SeaTac/Tukwila	Red	Yellow	Red	Yellow	Red	Yellow	Green	Yellow	Yellow	Green	Yellow	9%	47,640	1,681
Fairwood	Red	Green	Green	Yellow	Yellow	Red	Red	Green	Green	Yellow	Green	Included in Renton		
Covington/Maple Valley	Yellow	Red	Yellow	Yellow	Yellow	Green	Green	Green	Yellow	Red	Yellow	5%	43,634	12,643
Newcastle	Green	Yellow	Green	Yellow	Green	Green	Yellow	Yellow	Green	Green	Green	1%	11,062	2,500

UW MEDICINE STRATEGIC PLAN 2014



When you pair the data together, it clearly defines the pattern of need for prevention and chronic disease management within our hospital district, helping set a strategic course for our community outreach work:

- Activity & Nutrition
- Obesity Management
- Diabetes Prevention & Management
- Stroke & Heart Disease Prevention
- Smoking Cessation
- Maternal & Child Care
- Integrated Behavioral Health

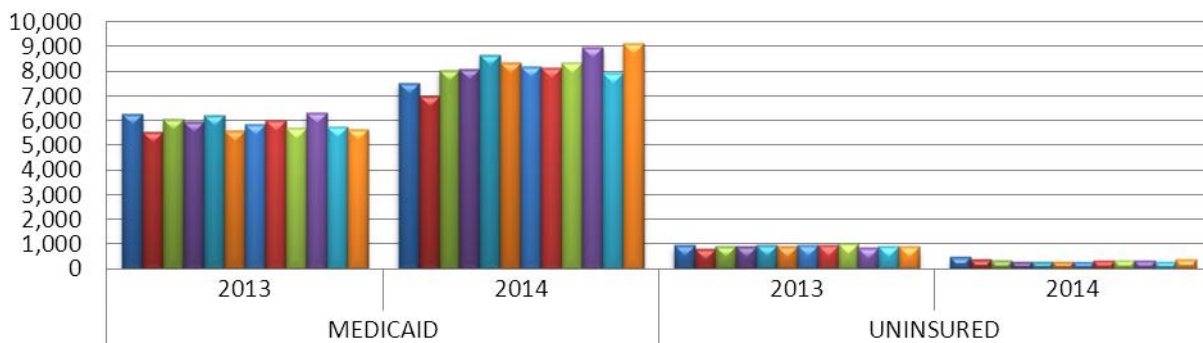
Core Opportunities to Address Health Needs

ACCESS to CARE | Top barriers include lack of health insurance and lack of providers/clinics accepting new Medicaid patients.

Valley Medical Center improved access to care in a variety of ways:

- **Enrollment assistance** in the expanded Medicaid Program and health exchanges resulted in 213 approved exchange applicants and 449 expanded Medicaid applicants. In 2014, VMC saw 1,623 new unique patients covered by health exchange plans and 15,712 covered by Medicaid expansion. In addition, VMC assisted patients with their HIX premiums when needed. Financial advocacy services are provided at no cost to the patient and represent a \$240,000 cost to VMC.
- Health reform helped lessen the burden of **charity care and bad debt**, but VMC still felt an impact providing \$22,740,801 in charity care and writing off \$22,365,806 in bad debt (FY14 audited financials).
- VMC made a concerted effort to continue to **accept Medicaid** patients at a time when most health systems were limiting or closing their panels to Medicaid, particularly in the clinic setting. The Clinic Network saw a 17% increase in Medicaid payer mix in 2014 and across the VMC system we continued to see our Medicaid trend rise and self pay decline:

Medicaid & Self Pay Trend



- While health reform lessened the demand for **RotaCare Free Clinic** services, down 61%, it did not end it entirely. The clinic continued to serve those who fall through the gaps of health reform. VMC provided volunteer staff and \$20,000 in funding through a Renton Rotary partnership, which helped care for 300 patients in 2014.
- **Project Access Northwest** facilitates chronic/advanced care referrals from Rotacare and other safety net clinics for donated services ranging from joint replacement surgery to advanced MRI, to outpatient wound care or physical therapy. The decreasing trend continued with this population as well:

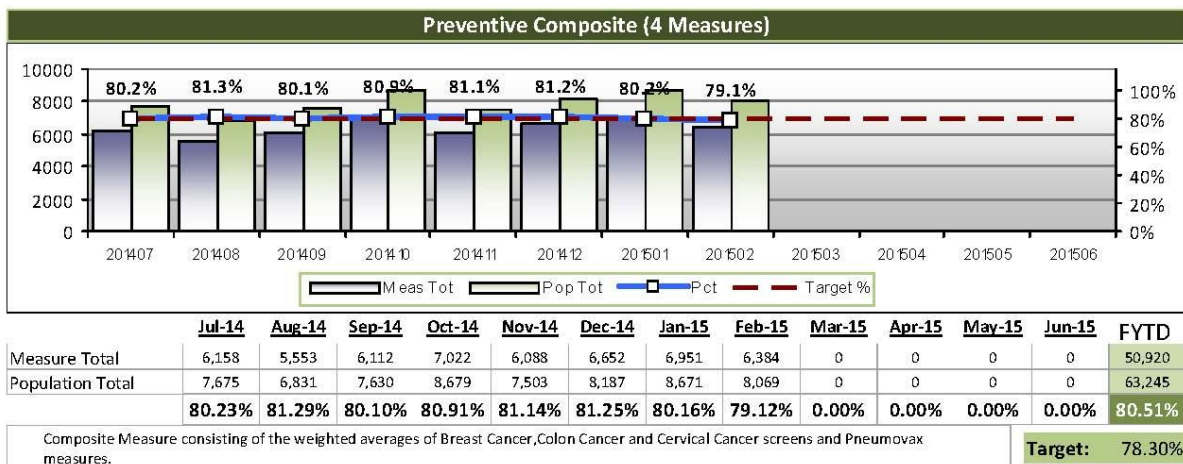
Fiscal Year	VMC Expenses
FY 2014	\$1,591,526
FY 2015 (annualized)	\$287,630

- VMC aggressively **recruited new providers** to help broaden access to care across our service area. The Valley Family Medicine Residency Program has been vital to our recruitment success.
 - Primary & Urgent Care-19 new providers (12 MDs and 7 mid-levels)
 - Specialty-14 new providers (10 MDs and 4 mid-levels)
- VMC committed multi-year funding for the **Medical Respite Program** at Jefferson Terrace. A 34-bed transitional unit for homeless patients with ongoing medical needs, the center provides medical, social and housing assistance. VMC makes patient referrals to Jefferson Terrace and in FY2014 we provided \$71,600 in funding.
- Language barriers can create barriers to care, so VMC is very proactive in its use of **interpreter services** and its recruitment of bi/multi-lingual staff. 46 VMC providers speak over 20 different languages. In addition, VMC uses online and in-person Telelanguage services:

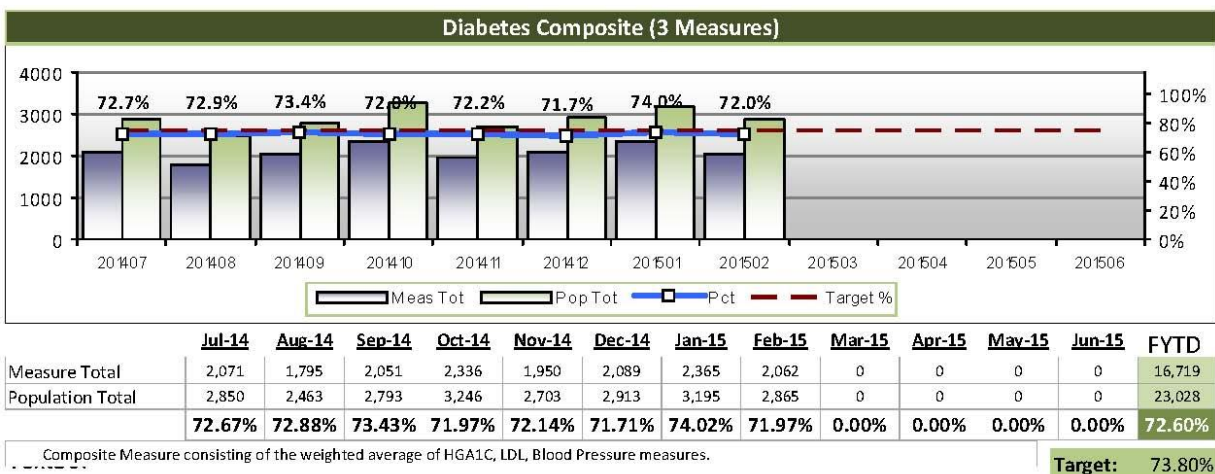
Patients/encounters VMC provided interpreters for	6,779 patients/29,656 encounters
Languages used by our patients	88 different languages
Top 5 languages	Spanish, Arabic, Russian, Vietnamese, Nepali

PREVENTABLE CAUSES OF CHRONIC ILLNESS & DEATH include obesity, tobacco use, and lack of appropriate nutrition and physical activity. More than half of adults and 1 in 5 teens are overweight or obese, driving the need for stroke, diabetes, cancer and heart disease prevention.

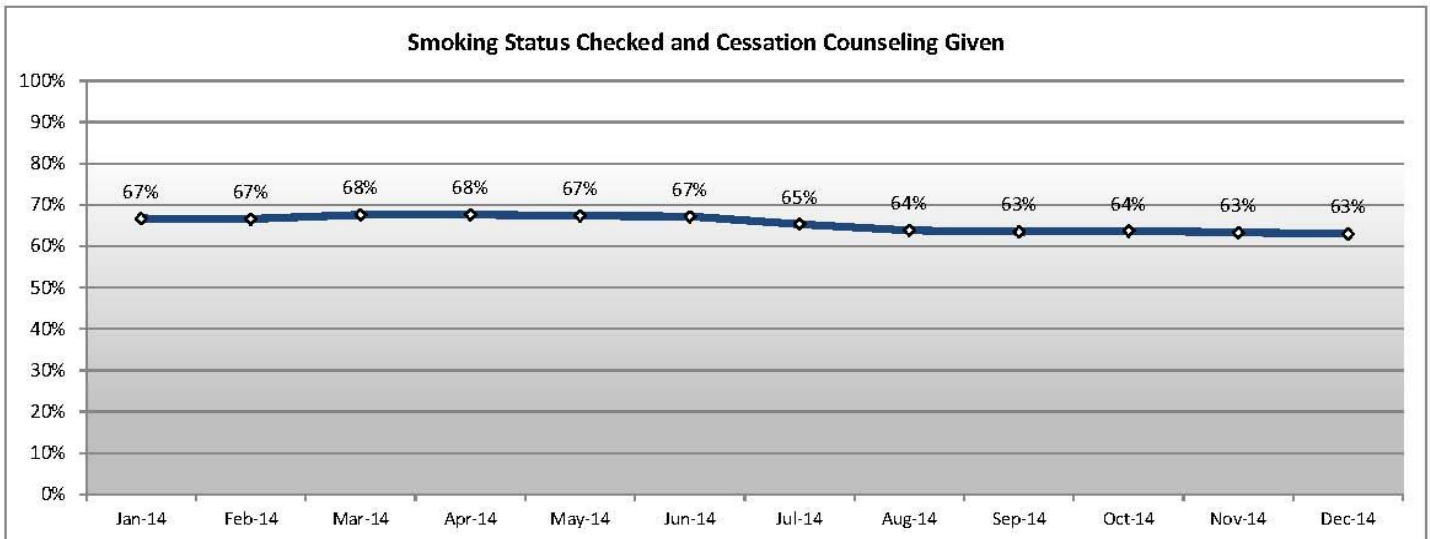
Clinic Network Preventive Composite (screening referral for mammogram, colonoscopy, cervical and pneumovax measures). Currently exceeding target at 80.51%:



Clinic Network Diabetes Composite (screening for HGA1C, LDL and blood pressure measures). Closing in on target at 72.6%:



Clinic Network Smoking Cessation: Status & Cessation Counseling; Currently at 63%, target is 80%.



Population Measured: Primary Care patients - 18+ years old												
	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Screening Done	6,311	6,321	6,321	6,365	6,386	6,407	6,233	6,096	6,132	6,176	6,184	6,156
Total Pts Seen 18+ y/o	9,464	9,494	9,354	9,414	9,486	9,539	9,544	9,552	9,658	9,695	9,769	9,777
Pct of Pts Screened	66.7%	66.6%	67.6%	67.6%	67.3%	67.2%	65.3%	63.8%	63.5%	63.7%	63.3%	63.0%

- Co-Partner Organization of **I-CANN Community Activity & Nutrition Network**. New activity and nutrition resource portal currently in development in collaboration with 9 cities in South King County.
- **Eat Smart Seminars** provided nutrition information and lifestyle modification coaching for 419 participants.
- **Bodyworks Program** helps teens and their families create healthy eating and exercise habits. Led by staff pediatrician, Monica Richter, MD, this free program helped over 120 families in 2014.
- **Stroke Prevention F.A.S.T. Campaign** focused on activity, nutrition and tobacco use choices. Created an educational video with Dr. Previti Stroke Director distributed online and used in DocTalks he provided throughout the year. The video has had 5637 views.
- Secured capital funding for **Fitness Center Transformation Project** which will fundamentally change the current gym into a comprehensive medical wellness center complete with nutrition counseling, wellness coaching, prescriptive exercise, medical nutrition, therapeutic massage, healthy foundation optimization seminars and outpatient physical therapy.
- Wellness **Engagement Programs**: GLOW (women), GoldenCare (seniors), Pitter Patter (young families) engage with nearly 30,000 community members each year.

Heart & Stroke Month Outreach Program

This past year we focused efforts on reaching out to juveniles and diverse populations in our district. In partnership with local fire departments, schools, businesses and faith based organizations, we provided free blood pressure and glucose screenings and health education to 7128 community members. Nearly 4% of juveniles and over 15% of adults were referred for follow-up care due to abnormal results.

Juvenile Total	3244	Adult Total	3884
BP Alert	111	BP Alert	506
Diabetes Alert	15	Diabetes Alert	99
Total	126	Total	605
% Abnormal	3.88%	% Abnormal	15.58%

Free Health Education

VMC offers comprehensive health education resources for patients and our community at large:

- **Free DocTalks & Wellness Seminars**
 - Heart Health
 - Stroke Awareness
 - Breast/Colon/Lung Cancer Awareness
 - Nutrition & Fitness
 - Diabetes Education
 - As Girls Grow Up
 - Bodyworks
 - Period of Purple Crying
- **Krames online health library** with symptom checker offers over 3400 health sheets and 2000 medication information sheets available in both English and Spanish with a selection of main topics in 10 different languages. They offer simple, easy to understand information on a wide range of medical topics that are illustrated with pictures and diagrams.
- **Skylight** offers health education at the bedside through videos that are displayed on the patient's television. Videos can be ordered by the patient's physician or nurse and relate to specific diagnoses or health issues.
- **E-Publications** provide important health and wellness information and are key vehicles for communicating with our various audiences:
 - *Thrive*
 - *GoldenLife*
 - Children's Therapy e-newsletter
 - Joint Center e-newsletter
 - *Fit Flash* e-newsletter
 - Joint Replacement Blog
 - *Parent Review* e-Newsletter
 - *Text4Baby*
- **Support Groups** provide free support for patients, their families and members of the community and cover a wide variety of conditions and needs, such as stroke, aphasia, cancer, new mom group, breastfeeding, gluten intolerance, grief and memory loss. The purpose of these groups is to provide education and a network of support for participants. 416 participated in 2014.
- VMC provides in-kind and value added services at local **Community Events & Health Fairs** throughout the year to promote prevention and wellness:
 - medical tents
 - free health and wellness screenings
 - bike helmet fittings, low cost helmets and bicycle safety
 - health education & prevention awareness

MATERNAL & CHILD HEALTH | It is vitally important that mothers obtain early and adequate prenatal care. Quality prenatal care and ongoing support are vital.

Free & Low Cost Childbirth & Parenting Education

- Parent Trust Childbirth Prep Education Classes
- Parent Review e-Newsletter: free, weekly communication timed with developmental milestones based on due date
- Text4Baby: free texting service with prenatal information and education from pregnancy through the first year of infancy

- Support Groups:
 - New Mom
 - Parent-Infant
 - Parent-Baby
 - Parent-Toddler
- Period of Purple Crying helps parents understand why their baby might be crying and assists them with de-escalation techniques to prevent shaken baby syndrome.
- Circle of Security
- Free pregnancy testing
- Breastfeeding Education/Certified Lactation Consultants
- Children's Therapy e-Newsletter
- Pitter Patter Engagement Program

Children's Therapy offers physical, occupational and speech therapies in a collaborative, family-focused environment. In 2014 1209 children were treated who meet Medicaid's Children with Special Healthcare Needs criteria. Of those 758 were over 200% of the FPL. A key focus is providing the resources necessary for these at-risk children and their families through collaboration with several agencies that come together to provide needed services: Early Childhood Development Association of Washington, Neurodevelopmental Centers and King County Interagency KCICC.

Trauma Services at VMC has four outreach programs for the community benefitting students K-12. Trauma Nurses Talk Tough, A day in the ED, Career Fairs and Safety Events were created believing if we can *prevent* an injury in the first place, young lives can be saved. They features stories of action and consequence with real children and their families and the choices they made that resulted in injury. We average 5000 students a year.

INTEGRATED BEHAVIORAL HEALTH

VMC's Clinic Network just began piloting the **Behavioral Health Integration Program (BHIP)** integrating physical and behavioral health, providing a clinic-based mental health clinician available to patients and providers both in person and over the phone. This program serves patients with mild or moderate depression, anxiety and related problems. More complex issues are referred to VMC's Psychiatry & Counseling Clinic. This program has provided services for 13 patients since the Feb 1 launch across 2 pilot clinics.

VMC's Pediatric Unit now provides dedicated support services for the urgent needs of the pediatric behavioral health population awaiting transfer to a psychiatric inpatient facility. This helps transition care out of the Emergency Department, while providing a safe environment and social work assistance.

VMC's Psychiatry & Counseling Clinic (PCC) houses a comprehensive resource list for providers to help connect patients to needed resources not provided within the PCC clinic. PCC works with over 3000 patients per year.

Partnership with **Renton Area Youth Services** includes:

- PCC resource list for members and caregivers
- Free family education through Parent Trust classes, Bodyworks Program and As Girls Grow Up
- Fitness memberships for caregivers

Upcoming partnership with **Children's Institute for Learning Differences (CHILD)** that recently relocated to Renton will help support Behavioral Health clinical services for elementary and middle school students.