



# COMMUNITY REPORT





Dear Friends,

As we reflect on 2019 so far and look forward to the rest of the year, I am thankful for all of those who give their time and talents to make Confluence Health a place I am proud to be a part of every day. Our vision states that Confluence Health strives “to become the highest value rural health care system in the nation,” and that goal isn’t achieved by accident. Our success is directly impacted by the dedication of our exceptional physicians, nurses, employees, volunteers and leadership teams, who all share a commitment to our patients. Healthy individuals make healthy communities, and we understand and embrace the part we play in making that a reality.

Additionally, fulfilling this vision means ensuring the best possible health outcomes at the lowest possible cost, whenever and wherever our patients need care. If we can accomplish that, we will uphold our founding principle that a locally controlled, directed and integrated health care delivery system best meets the needs of this region.

While acknowledging our successes, we understand there is still much to do to ensure our community receives the effective and timely care it deserves. This work is not a race to a destination but rather an ongoing journey toward creating healthier patients and communities, one individual at a time.

Finally, I would like to express my gratitude toward our Confluence Health physicians and staff for their continued dedication and compassion, as well as our patients for your trust in us. While we strive to find ways to enhance our services and provide the highest value healthcare experience, it is our daily encounters with you, our community members, that mean the most to us.

Thank you for supporting your local health care system.

Sincerely,

**Peter Rutherford, MD**  
Chief Executive Officer

## OUR MISSION

We are dedicated to improving our patients’ health by providing safe, high-quality care in a compassionate and cost-effective manner.

## OUR VISION

To become the highest value rural health care system in the nation that improves health, quality of life, and is a source of pride to those who work here.



- Brewster Clinic
- Cashmere Clinic
- Central Washington Hospital & Clinics
- East Wenatchee Clinic
- Ephrata Clinic
- Methow Valley Clinic
- Moses Lake Clinic
- Omak Clinic
- Oroville Clinic
- Royal City Clinic
- Tonasket Clinic
- Waterville Clinic
- Wenatchee Valley Hospital & Clinics



## ABOUT US

**4,000+** EMPLOYEES



**12 CITIES**

**12,000**  
SQUARE MILE  
SERVICE AREA



**300+**  
PHYSICIANS

**30+**  
SPECIALTIES

**170+**  
ADVANCED  
PRACTICE  
CLINICIANS

**200+**  
HOSPITAL BEDS





# COMPASSION

**Our Compassionate Care Program is just the beginning.**

Confluence Health's Compassionate Care Program offers financial assistance for medical services to uninsured or underinsured patients who meet eligibility requirements. In 2018, Confluence Health provided \$13.1 million in charity care throughout the region.



# RESPECT

**Respect is the Core of Our Culture.**

Every patient deserves to be treated equally and with respect. By leading with respect, we create a culture that ensures all individuals at Confluence Health—provider, staff or patient—play a valuable role in shaping our organization and feel empowered in their professional and personal lives.



# LOCAL

**We are invested in impacting and improving our communities.**

The people we serve are our friends and family, so we see the world a bit differently. We understand that we are all connected. Caring for one another—whether in the exam room or out in the community—is who we are.



# GRATEFUL

**We are grateful for the opportunity to serve.**

We are grateful for the trust our community puts in us with the things that matter most in life: family and friends. We are grateful each day for the opportunity to improve the health and quality of life of our friends and neighbors.





**“** Due to the abundance of quality care I have been blessed with, I have been able to continue working a normal schedule through my treatments. I’ve been able to be active in my kids’ lives, grow a successful business, run four half marathons, and continue to lead the healthiest lifestyle I can. **”**

**– Andrea Johnson**  
*Survivor, Business Owner*



## PATIENT STORY

It was late on a Friday afternoon when Andrea Johnson walked into her doctor’s office. She had routine questions about some growth she’d noticed on a mole she had on her leg since birth. Her primary care provider, Carolyn Smith, PA-C, took one look at the mole and knew two things: this was no longer a routine mole, and the weekend can wait. Within an hour, Johnson was at Central Washington Hospital preparing for a biopsy from Dr. Phillip Hochwalt.

Less than 24 hours later, Hochwalt told Johnson the words no one

wants to hear: Stage 3 metastatic melanoma. After the initial surgery removing the mole and lymph nodes, her diagnosis became more complicated: melanoma had spread to her excised sentinel node. Johnson was in the fight of her life, but she wasn’t battling alone. Johnson and her oncology team decided on a three-year treatment, keeping her care local, rather than going to Seattle for treatments. During her infusions, Johnson was constantly astonished at the nurses’ level of care: “In three years, never once, have I heard any one of the oncology nurses say something

negative. I’ve watched what this job demands of them. I’ve heard some of the other patients’ stories and can only imagine how emotionally difficult it is for them to hear these stories daily. These women have made every single infusion of mine something I look forward to.”

Additionally, Johnson says the care she has received at Confluence Health has actually helped her lead a more productive life in the face of incredible odds: “Due to the abundance of quality care I have been blessed with, I have been able to continue working a normal

schedule through my treatments. I’ve been able to be active in my kids’ lives, grow a successful business, run four half marathons, and continue to lead the healthiest lifestyle I can.” Johnson calls herself “the happiest cancer survivor you haven’t met yet.”

Like all we care for, we think of her as family, and one of the thousands of reasons we bring our best every day. Family deserves nothing less.

*Many thanks to Andrea for allowing us to tell her story.*

# NUMBERS AT A GLANCE

Transparency is important to us, so we'd like to share 2018's financial results with you.

GROSS PATIENT SERVICE REVENUE	\$ 1,443,305,193
DEDUCTIONS FROM REVENUE	\$ 841,556,004
NET PATIENT REVENUE	\$ 601,749,189
OTHER OPERATING REVENUE	\$ 104,773,424
TOTAL OPERATING REVENUE	\$ 706,522,613
TOTAL OPERATING EXPENSES	\$ 686,259,178
OPERATING MARGIN	\$ 20,263,435

CHARITABLE GIVING  
\$500K

CHARITY CARE  
\$13.1M

OPERATING MARGIN PERCENTAGE  
2.87%

DAYS CASH ON-HAND  
101.49

ACCOUNTS RECEIVABLE DAYS  
54.19

BAD DEBT  
15.1M

# SERVICES WE PROVIDE

1,080,487  
outpatient visits  
per year

1,261,297  
operating room  
minutes annually

63.7%  
of WVH&C  
patients are from  
outside the greater  
Wenatchee area

43.8%  
of CWH&C  
patients are from  
outside the greater  
Wenatchee area

1,282  
newborns

14,264  
surgeries

3,974  
Transitional Care  
Unit patient days

46,669  
acute patient  
care days



# COMMUNITY IMPACT

\$500K IN CHARITABLE GIVING TO 200+ ORGANIZATIONS\*

- |   |   |  |   |
|---|---|--|---|
| ACS Relay For Life                        | Foothills Middle School                 | National Alliance on Mental Illness        | Wenatchee Row and Paddle Club             |
| Alatheia Therapeutic Riding Center        | Foundation for Health Care Quality      | Numerica Performing Arts Center            | Wenatchee Sunrise Rotary Club             |
| American Cancer Society                   | Friends of the Wenatchee Public Library | Nurse Week Committee                       | Wenatchee Valley Chamber of Commerce      |
| American Lung Association                 | Grant County Health District            | NW Children's Foundation                   | Wenatchee Valley College Foundation       |
| Big Bend Community College                | GWATA                                   | Pybus Market Charitable Foundation         | Wenatchee Valley Humane Society           |
| Brewster Boys & Girls Club                | Icicle Creek Center for the Arts        | Run Wenatchee                              | Wenatchee Valley Museum & Cultural Center |
| CH Foundation                             | Independence Day Celebration            | Russo CME                                  | Wenatchee Valley Sports Foundation        |
| Chapters                                  | KC-HELP                                 | Swim Across America                        | Wenatchee Valley Symphony Orchestra       |
| Chelan County Volunteer Search and Rescue | Leavenworth Summer Theater              | The Trust for Public Land                  | Wenatchee Valley Symphony Orchestra       |
| Chelan-Douglas Community Action Counsel   | Lighthouse Christian Ministries         | United Way of Douglas County               | WenatcheeOutdoors.org                     |
| Children's Home Society of Washington     | Lilac Services for the Blind            | Washington State Public Health Association | WHS/EHS Sports Medicine                   |
| Eastmont Metropolitan Parks District      | Mission Ridge Ski Education Foundation  | Wenatchee Downtown Association             | WISE                                      |
| Epilepsy Foundation Washington            | Moses Lake Business Association         | Wenatchee High School                      | Women's Resource Center                   |
|   |   | Wenatchee Rotary Foundation                | WORX of Wenatchee Valley                  |

\*This list includes organizations receiving \$2,500 or more.



## 2018 CONFLUENCE HEALTH FOUNDATION HIGHLIGHTS

**\$279,620**

USDA grant for telemedicine infrastructure in 4 rural clinics and a hospital

**\$4,000**

donated to 4 Singleton Awards presented at Nurse Week

**\$33,553**

donated for Home Health, comfort therapies, palliative care

21st Annual Golf Tournament netted over **\$62,000**

to benefit emergency preparedness and trauma training

**\$250,000**

approved by Board of Trustees for the Moses Lake Capital Campaign

**\$48,267**

in scholarship funds awarded to 19 individuals and

**\$250,000**

approved by Board of Trustees for the Moses Lake Capital Campaign

**\$6,000**

awarded to 4 patients utilizing the exoskeleton walking program

Started "family phase" for the Moses Lake radiation treatment facility's capital campaign

**\$136,800**

in pledges received for ML Radiation Treatment Facility capital campaign

**\$11,831**

provided for certification reimbursement

**\$100,000**

scholarship endowment

**\$231,634**

awarded to case management grant

**\$35,000**

benefiting the Wenatchee Valley Street Rod scholarship fund

**\$1,485,194**

total grant funding for 2018



“

*Confluence Health is an amazing place to work. When I joined, I knew it was something special right away. We support each other, we work hard for each other, and we always find a way to have fun together. I'm so grateful to have found my path with CH, and I look forward to many more years of learning and growing with this exceptional company.*

”



*– John Donaghy  
Engineering Director*

“

*I am so thankful to be a nurse on the OB floor. My heart is so full, and I am happy I am able to share it with those around me. If I see co-workers in need of encouragement, I am able to offer it to them. When my patients need a hand to hold, I am right there. Sometimes a big smile or a hug is healing medicine and helps make each person feel important. With my job, I am able to accomplish this. This is the reason I love being a nurse.*

”



*– Joy Dawe, RN  
Labor & Delivery Nurse*

# CAMPUS ENHANCEMENT COMMITTEE

The goal of the Campus Enhancement Committee is to work with employees and patients to enhance the look, functionality and comfort level of the many Confluence Health facilities—with an emphasis on public spaces.

The CEC is made up of a multidisciplinary team of Confluence Health employees who have demonstrated excellence in their field. The diversity of the group allows the CEC to remain unbiased when making decisions and prioritizing projects including updating artwork, paint, flooring, furnishings and lighting to enhance the facility and, most importantly, the patient experience. There were several CEC-sponsored remodels in 2018, including the East Wenatchee clinic's lobbies and exterior, the Cashmere clinic's lobby, the Moses Lake clinic's landscaping, WVH's 2nd floor lobby, CWH's cafeteria, main entry and landscaping and the third and fourth floor family rooms. We are currently continuing work on CWH's cafeteria and adding a new parking garage, which will provide 500 new parking spaces. We anticipate a completion date for the parking garage in fall 2019.





# EMPLOYEE WELLNESS PROGRAM

At Confluence Health, we understand the whole person comes to work every day and each employee's well-being influences individual and organizational performance.

## OUR OBJECTIVE

Create a comprehensive worksite wellness program that improves employee health and positively influences future healthcare expenditures.

### GOALS

Improve employee health and wellness.

Develop a culture of health, increased satisfaction and engagement.

### PRIMARY TACTIC

Create joy in our workforce by improving individual experiences, the health of our employees and the per capita cost of care.



### STATS SINCE INCEPTION

3,700 lbs. lost

.52 AVG. A1c improved

478 mindfulness sessions

2.1 trillion steps

18,000 wellness meals sold

1,100 Fitbits devices distributed to employees



# CONFLUENCE HEALTH STUDENT SERVICES PROGRAM

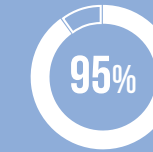
The Confluence Health Student Services program works to coordinate clinical rotations for health care programs across Washington State. Many students are hired into the Confluence Health network either before or immediately after completing the program. Student rotations are not only a way for Confluence Health to give back to the community and the students, but they also allow us to recruit students by showing them firsthand how great it is to work here.

## OUR MISSION

Confluence Health Student Services seeks to inspire students to become better health care workers. We ensure students have everything they need to be successful from day one, and we provide their mentors with the tools to become first-class educators.

Many students are hired to Confluence Health, sometimes as high as 95% of the time:

PA Students



Nursing Students



MA Students



1,900+ student rotations per year

35+ different types of students (by licensure/certification)

90+ program agreements across the United States

150+ observation requests for the year

6 programs for high school students to explore health care careers



## NEW PHYSICIANS



**DARIN BRADSHAW, DO** Physical Medicine Wenatchee  
**RANDEL BUNCH, MD** Family Medicine Moses Lake  
**RACHEL CLEMENT, MD** Anesthesiology Wenatchee  
**JACOB DIDESCH, MD** Orthopedics Wenatchee  
**MICHELLE DIDESCH, MD** Physical Medicine Wenatchee  
**LUTFIYAH HAJI, DO** Internal Medicine Wenatchee  
**NATALIE HAWKINS, DO** Hospitalist Wenatchee  
**NICOLE HAWKINS, DO** Hospitalist Wenatchee  
**GERALD HEPNAR, MD** Hospitalist Wenatchee  
**SIDDHARTH JAVIA, MD** Gastroenterology Wenatchee  
**GREGORY LAMMERT, MD** General Surgery Wenatchee  
**JOHN MAHLER, MD** Behavioral Health Wenatchee



**MALIK KARTIK, MD** Pulmonary Wenatchee  
**JOSEPH MILLER, DO** Anesthesiology Wenatchee  
**JULIA MOUKHARSKAYA, MD** Oncology Wenatchee  
**ADAM O'BRIEN, MD** Women's Health Wenatchee  
**GENEVIEVE O'SULLIVAN, MD** Palliative Care Wenatchee  
**JANESSA ROHRBACH, MD** Women's Health Wenatchee  
**MARC ROHRBACH, MD** ENT Wenatchee  
**ERIC SEYMOUR, MD** Hospitalist Wenatchee  
**LISA TORAN, DO** Neurology Wenatchee  
**LEAH WEBER, DO** Hospitalist Wenatchee  
**ALYSSA WHITE, MD** Pediatrics Wenatchee  
**CHASE YARBROUGH, MD** Hospitalist Wenatchee

## NEW ADVANCED PRACTICE PROVIDERS



**NICOLE ABDULLAH, PA-C** Cardiology Wenatchee  
**TARA ANDERSON, ARNP** Internal Medicine Wenatchee  
**CINDY BEAVON, ARNP** Palliative Care Wenatchee  
**REESE BRADBURN, PA-C** Hospitalist Wenatchee  
**AMANDA CARROLL, PA-C** Women's Health Wenatchee  
**LINDA GREINER, PA-C** Occupational Med Wenatchee  
**ANGELA HANSON-STEEN, PA-C** Internal Medicine Moses Lake  
**BRETT HEARL, ARNP** Geriatrics Wenatchee  
**KELSIE HERMENS, PA-C** Family Medicine Wenatchee  
**LORI JONES, ARNP** Family Medicine Tonasket  
**AMANDA KARSCHNICK, ARNP** Geriatrics Wenatchee



**KATE KRAEMER, ARNP** Family Medicine East Wenatchee  
**AMY PHILLIPS, PA-C** Pediatrics Wenatchee  
**JO PROPHET, ARNP** Family Medicine Ephrata  
**ALEX SAKHAROV, PA-C** Cardiology Wenatchee  
**BRANDI SMITH, ARNP** Family Medicine Ephrata  
**DANIEL STARKS, PA-C** Physical Medicine Wenatchee  
**DOUG STROOP, PA-C** Internal Medicine Wenatchee  
**SHELLY WALDERN, ARNP** Family Medicine Omak  
**LISA YUSI, PA-C** Family Medicine Omak

## CONFLUENCE HEALTH EXECUTIVE LEADERSHIP TEAM



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**STU FREED, MD** Chief Medical Officer  
**MITCH GARRISON, MD** WVMG Board Chairman  
**VIKKI NOYES** Chief Operations Officer, CWH&C  
**JIM WOOD** Chief Administration Officer  
**JOHN DOYLE** Chief Financial Officer  
**TRACEY KASNIC** Chief Nursing Officer  
**ROBERT PAGELER** Chief Information Officer  
**GLENN ADAMS** Chief Operations Officer, WVH&C

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