



# 2022 COMMUNITY REPORT



As we emerge from the shadow of COVID-19, we at Confluence Health have a great many things to be thankful for. We are grateful for the physicians, providers, nurses, and staff who never wavered in their efforts to provide care and service, our communities that came together in support, and, most of all, our patients who are at the center of all we do.

There have been a great many challenges over this past year as well. Growing our staff has been a continual challenge as we find ourselves no stranger to the nationwide nursing shortage. Medicaid and Medicare reimbursement rates are not adequate, especially for rural healthcare systems. The need for post-acute care facilities and capacity for behavioral

health remain concerns.

I am encouraged each day when I check in with our teams in our rural clinics or reach out to hear the latest developments from our leadership. Far from being overshadowed by the difficulties of the pandemic and the challenges of today, Confluence Health is stepping forward into a bright future.

This is a season of renewal.

Our renewal stretches into many different areas. Currently, construction is underway on a new \$14.5 million radiation treatment center in Moses Lake that will provide the people of the Columbia Basin the care they need near the support of their friends and family. In 2022, our expanded and remodeled post-anesthesia care unit (PACU), a project designed with efficiency and the best utilization of space, also opened, including the installation of an economizer to help keep our building green as we invest in our environment. We continue also to invest in our facilities infrastructure to keep our buildings in the best shape for care.

Our renewal goes beyond capital projects as we continue to invest in our most valuable resource: our people. We recruited our first chief people and strategy officer to provide leadership in this crucial area. We continue to

work closely with our physician partners, especially the new president of the Wenatchee Valley Medical Group (WVMG) and our partners at Wenatchee Emergency Physicians (WEP). We're developing leadership across our organization, launching our leadership academy to grow our teams, and proactively strengthening our organization for future efforts.

To renew our commitment to our communities, patients, and caregivers, we have begun a redesign of our primary care services. This effort is in tandem with our leadership academy and involves a broad spectrum of roles that impact primary care to better meet the needs of today's patients.

We will have to be strategically disciplined to remain independent and succeed in the healthcare environment of today. That's why we are also renewing our focus on how we make decisions as an organization, working together

as a group to codify the principles that will guide us and our strategic plan to ensure we care for our patients and our communities for the future.

This time is a season of renewal. A renewal of our infrastructure. A renewal of our teams. A renewal of our care. As the shadow of the global pandemic retreats, we renew our commitment to providing the care our communities need with clarity of purpose and sustainability.

Looking back on this past year through this annual report, it gives me great pride in knowing how much we have accomplished together, and how many lives have been bettered through the care which the dedication of each and every one of our employees makes possible. I can't help but look ahead to what is coming and be excited for where we are headed.

With thanks,

**Andrew Jones, MD, CEO**



WHO WE ARE

## OUR EMPLOYEES

Physicians.....	<b>292</b>	<b>3,864</b> Total Number of Employees	Occupational Therapists.....	<b>18</b>
Advanced Practice Providers*.....	<b>167</b>		Physical Therapists.....	<b>13</b>
Advanced Registered Nurse Practitioners.....	<b>61</b>		Radiation Therapists.....	<b>4</b>
Physician Assistants.....	<b>88</b>		Respiratory Therapists*.....	<b>10</b>
Behavioral Health Therapists.....	<b>32</b>		Nurses.....	<b>861</b>

\*Remaining APPs include Clinical Pharmacists, Optometrists, Certified Nurse Midwives.

\*Remaining Therapists include Rehab Therapists and Nutritional Therapists.

## Our Campuses



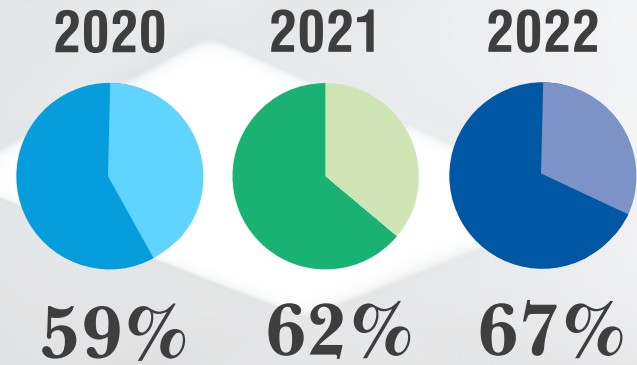
WHO WE ARE

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

## OUR LOCATIONS

			
<b>12,000</b>	<b>4</b>	<b>12</b>	<b>28</b>
Square Service Area Miles	Counties	Towns	Facilities

**PATIENTS WITH CONTROLLED BLOOD PRESSURE**

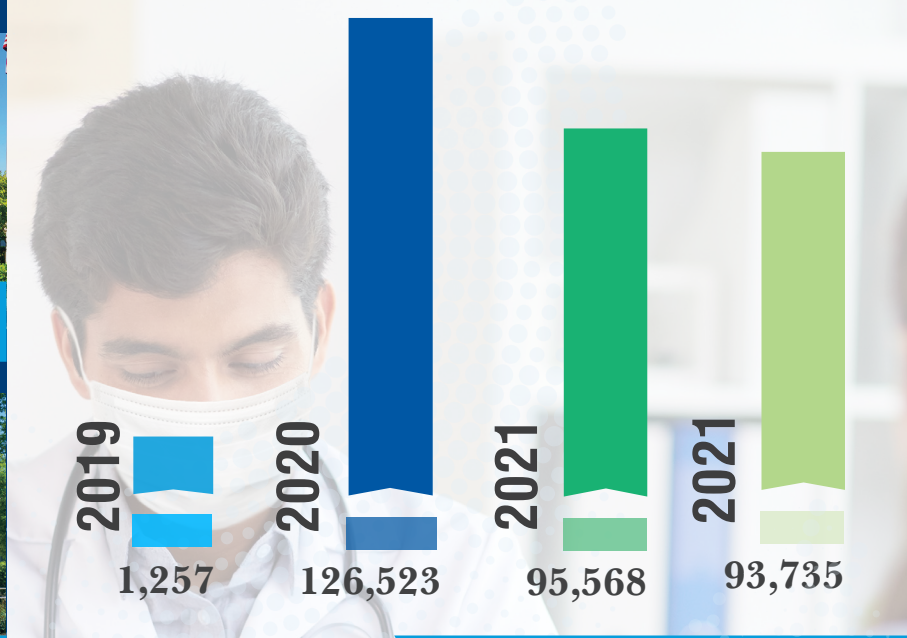


**PROVIDER OUTREACH APPOINTMENTS**

**30+** Specialty Services



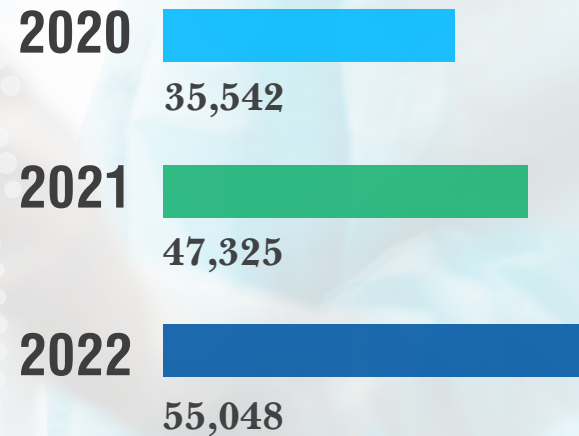
**VIRTUAL AND TELEHEALTH VISITS**



**OUR PATIENTS**

- 188,032** Unique Patients
- 10,175** Inpatients Served
- 23,336** Surgeries
- 24,726** Hours in Surgery
- 562,333** Calls to the Contact Center

**EMERGENCY DEPARTMENT VISITS**



**2021 LIFE EVENTS**





## Saving Time, Saving Lives

In healthcare, a few minutes can make a massive difference, so having access to supplies as fast as possible is not a matter of convenience, but a matter of life and death. Finding supplies and keeping them stocked to be easily accessible can be daunting in any large organization but, when the minutes count, it becomes even more crucial. Finding the answer not only solved a long-standing challenge but gained Confluence Health national recognition for the creative solution, winning an award whose nominees included Fortune 500 companies and international competition.

“We want to ensure staff have the tools and supplies they need to provide the best patient care possible to the communities we serve,” commented Chad Hoffman, supply chain operations director. “Coleman Digital Assistant helps staff to access item information on the go from their phone, helping us locate supplies quicker and making them available to our patients.”

Coleman, a piece of automated software from Infor, is a digital assistant like Amazon’s Alexa or Apple’s Siri. Except in this case,

Coleman doesn’t help you remember the capital of Denmark or let you know that your brownies are cooked, but instead helps Confluence Health staff locate supplies in mere seconds when it used to take a quarter of an hour or longer.

“The Coleman assistant has changed the efficiency in how the STAT CNAs can locate lifesaving equipment in our storeroom,” reflected Aja Rodriguez, a STAT certified nursing assistant (CNA) working in the resource unit. “Our original resource was a book that is alphabetically

organized by the name of the product. This is further complicated since a product may be known by several names within the hospital. With the Coleman assistant, I can put in a brief description either verbally or through chat, and it will bring up the options that match. This has saved so much time and is crucial when a patient needs something in a timely manner. It has been a groundbreaking resource, especially for our night shift workers who don’t have a backup after-hours.”

Rather than having to run down to a storeroom, look through a book which may be out of date, and then check a shelf only to find that the resource is low, which then requires trying to find products in other supply areas, a CNA can now quickly ask Coleman where the resource is from their mobile phone while en route to a supply room and can not only find what shelf the item is on before even arriving, but also get a list of alternate locations if supplies are low or it is available somewhere closer by. This innovative process not only saves time but also saves personnel since fewer people can be more efficient with their efforts to get supplies by going to the right place the first time. In fact,

leadership estimates that key supply management processes are now executed at least 90% faster.

“Coleman helps me locate items quickly that I have in inventory that would normally take me over a half hour to locate in the storeroom,” added Chris Mangold, CNA. “It saves a tremendous amount of time.”

Having a strong relationship with their IT vendor Infor, Confluence Health was approached about the technology and asked if it might be useful. Thinking on problems that needed solving, David Boehm, senior enterprise resource planning analyst, proposed the innovative solution.

“Knowing the amount of time spent searching for supplies after hours by our STAT CNAs as well as the frustration that this can cause, we felt that utilizing Infor’s Coleman DA could provide us with a solution to an ongoing problem by putting the information needed to locate supplies right at clinical staffs’ fingertips,” commented Boehm. Infor was so impressed by the creative use of the technology that they nominated Confluence Health for a national award given

each year by Constellation Research, a technology research and advisory group, called the SuperNova Award. Nominated in the ‘Future of Work: Employee Experience’ category, Confluence Health beat out several Fortune 500 companies – including Warner Music Group, SAP, and CLIF Bar - to take home the award at a gala held at Constellation’s Connected Enterprise event on October 26, 2022.

“I’m most proud of the collaborative effort from everyone who was involved in the project. We were able to solve a problem that had existed for a long time and to do it using the tools we had available,” remarked Stace Webley, financial systems support manager, who oversaw the implementation of the project. “I think this project has proven how valuable a strong partnership can be with other departments and with our IT vendor. Because we have such a strong relationship with Infor, they came to us with the tech and asked if we could use it. It just proves that working together in a collaborative way, and having good relationships, lends itself to success.”



## Inspiring the Future of Healthcare

It all started 8 years ago when Ceci Wood, volunteer service manager at Confluence Health, attended a conference on the east coast. Returning to the Pacific Northwest, she asked her boss at the time, JoEllen Colson, if they could start a similar program at Confluence Health. Colson, who now serves as the vice president for ancillary services, agreed.

“I remember thinking that this sounded like an excellent new opportunity for Confluence Health to better reach out to and support students thinking about joining the healthcare profession,” reflected Colson. “So I gave Ceci the green light.”

It started small and often needed donations to help cover

program costs. But despite the challenges, in 2016 Confluence Health welcomed its first cohort of 14- to 15-year-old students. In a tip of the hat to the popular television series, the program was named Caring Student Interns, or CSI for short. Initially only 16 students, the program has grown to 24 and has welcomed participants from Wenatchee, East Wenatchee, Entiat, Cashmere, and Waterville, priding itself on welcoming a wide number of students from all backgrounds, public or privately educated, who have an interest in the medical field. “This is such a great program,” agreed Tracey Kasnic, vice president of nursing special projects and the executive sponsor of the camp this past year.

“We’re always so pleased to have the students get a chance to see

what goes on within healthcare in a really unique way.”

Though the COVID-19 health crisis forced the program to take a two-year hiatus, the program was back this year with a new group of enthusiastic participants, and an equally excited group of Confluence Health teams who worked to connect with the students. “What is so great is the buy-in we see from the teams that participate,” commented Wood. “Getting to talk excitedly about their jobs not only inspires students – some of whom later credit CSI for inspiring them to go into healthcare – but stirs something powerful in the teams. It sparks a renewed passion in their work, making us all better.”

To help make the learning come

alive, the program focuses on a diverse number of on-site, hands-on experiences and the opportunity work alongside nurses, caregivers, and even Confluence Health leadership to better learn about the profession and understand the various paths to entering the field. Student Coordinator Casey Vogt, who works with Wood to put on the program, says that one of the major goals is to not only expose students to various pathways for these careers, but also to champion the diversity of the various jobs in healthcare, helping students and parents alike to realize that there are jobs such as radiological technician or case manager in addition to the more well-known jobs such as nurse and physician. “CSI reminds people of the amazing

variety of jobs in healthcare, and the numerous paths to get there,” added Vogt. “It’s great to see the spark it inspires in all who participate, from students to adults.”

Activities for the students range from working with prosthetics to going through scenarios with Human Resources to role playing in case management with fictional scenarios based on characters from the Star Wars universe. The ultrasound department chimed in this year with lessons about sound featuring references to the famous “rippling water in a cup” scene in the film Jurassic Park and others helped grow bacteria in petri dishes from an exercise swabbing surfaces to learn about germ spread.

And, of course, no medical profession-focused camp would be complete without an opportunity for dissecting. This year students had the chance to dissect animal eyes, brains, and even hearts, with some help and participation from Confluence Health administrators who joined in the activity.

“It was great to experience the curiosity and excitement that these students brought to this event,” commented Dr. Jason Lake, chief medical officer, who helped during the heart dissection activity. “Confluence Health is proud to help foster their passion for science and introduce them to health-related professions.”



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