

**Spotlight:
ACO Care Coordinator,
Ashley Galvin**

**Register for
2015 Celebrity
Golf Tournament**

**Urgent Care Clinic
Now Open!**

Online Patient Portal

**Community Health
Education Dinners**



Peak Health

EMPLOYEE SPOTLIGHT:

Ashley Galvin, BSN, RN to Fill New Role at SPMC... ACO Care Coordinator

Starting January 1, 2015, Summit Pacific Medical Center began participating as a Medicare Shared Savings Program Accountable Care Organization (ACO). ACOs allow medical providers to use new systems and staffing positions to help coordinate care for their patients. SPMC's ACO will focus on their Fee-For-Service Medicare beneficiaries, and they have created a new position called the ACO Care Coordinator to assist Medicare patients with their healthcare needs. SPMC's Ashley Galvin applied for and accepted the new opportunity.

Ashley grew up knowing that she wanted to be a nurse. She would watch the nurses on various TV shows and loved the thought of being able to help care for and comfort people. Ashley graduated from Grays Harbor Nursing Program in 2012, completed her BSN one year ago in February, and is currently working toward receiving her Masters for Business Administration in Healthcare.

Having worked in other nursing roles at Summit Pacific, Ashley jumped at the opportunity to become the ACO Care Coordinator. "My best days as a nurse in both Acute Care and the Emergency Department, were those days when I found ways to make a difference for patients for when they were no longer with us in our facility," Ashley shared. "I would constantly see people getting readmitted to

the hospital for things that were preventable and knew that if someone could take the time to help these people on the outside, it could prevent them from getting sick and coming to the hospital; being the care coordinator will allow me to find ways to do this for our patients."

Ashley described the role of care coordinator as both a health coach and a personal assistant for patients. Care coordination will involve making sure that patients are set up for success in terms of being able to manage their personalized healthcare plans. This may mean 24/7 access to a nurse or provider, making sure patients see their primary care providers for wellness checks, educating patients on their illnesses and how to manage their healthcare in a way that keeps them healthy and happy, and setting them up with outside resources and programs that are able to help them achieve their health goals. "It's really all about prevention," Ashley said, "We don't want to see our patients show up in the Emergency Department for something completely preventable. When they do, it means they haven't been provided a tool or resource that could help them achieve better health, and improve their quality of life."

"The goal of the care coordination program is not just about getting your patients to listen to us talk about their health and what they need to do, but rather, it's about getting them to be engaged and excited about making some changes. For example, I recently worked with a patient who was having extremely high blood sugars and because of that, they were experiencing problems with memory and not feeling well. We sat down together for 20 minutes and developed a daily plan for the patient to follow. The plan included the times of day that different medications needed to be taken, as well as healthy meals the patient was comfortable with eating. When the patient came back for a follow up appointment, every blood sugar was in the normal range and the patient was feeling great! Those are my favorite days!"

As the program is still in its infancy stages, Ashley is just starting to build her care coordination practice, only seeing a couple patients a week. She is spending the rest of the time researching other care coordination programs, local community resources, and ways she can develop Summit Pacific's program. Patients are referred to Ashley through their primary care provider. SPMC hopes that in the near future Ashley will be seeing up to 5 patients a day. Most patients who are referred to care coordination are going to be Medicare patients who are living with chronic illnesses and/or multiple ailments.

"Ashley fits so well into this role because she understands the importance of the comprehensive approach to care coordination," Tammy Davis, ACO Director shared. "This involves bearing in mind the patient's home situation, finances, support network as well as disease process. She does an outstanding job of appealing to patients and communicating in a way that involves them in their

• SEE SPOTLIGHT | NEXT PAGE



Clinic Patient Portal Up and Running!

Summit Pacific Medical Center's Clinic Patient Portal is now available to all clinic patients at Summit Pacific Medical Clinic, Elma Family Medicine and Mark Reed Healthcare Clinic. The new patient portal allows patients to access their own medical information in a secure location online, 24 hours, 7 days a week.

"This is a fantastic resource that empowers patients to manage and monitor their family's health and wellness," explained Renee Smith, Clinic Director, "Our full transition to an electronic medical record allowed us the opportunity to offer this service to our patients. It's easy to use, free of charge and completely secure."

Some of the features patients will enjoy by using the patient portal are:

- Send & receive secure messages to their provider
- Update your clinic profile & contact information
- Submit medication refill requests
- Review of most laboratory and diagnostic imaging results
- Review & track immunizations, medications, allergies & health history information
- Review visit summaries as written by provider
- Request or cancel appointments



All clinic patients can now register for a Patient Portal account and have 24/7 access to their medical information.

To get started:

Contact the clinic front desk at 360-346-2222 during normal business hours and let them know that you would like to enroll in the Clinic Patient Portal. They will request your email address. You will then receive an email with a link to follow to the online enrollment page.

Urgent Care Clinic Now Open

Starting February 13th, Summit Pacific began providing urgent care services to Grays Harbor County

After an extensive search for the right providers to startup and run an urgent care clinic at Summit Pacific Medical Center, Summit Pacific was excited to announce in January that Jean Carter, ARNP and Brianne Hoffman, PA, were hired and quickly preparing to open the clinic as early as February 13th.

Now opened, Summit Pacific Urgent Care Clinic operates out of Summit Pacific's Procedure Suite and is open Friday through Sunday, noon to 8:00pm. Patients should enter and check in for urgent care services through the main Summit Pacific entrance (not the Emergency Department entrance).

"Starting an urgent care clinic became a personal mission for me after my daughter was born," Renee Jensen, CEO shared, "It seemed like she would always get sick on a Friday or Saturday night and I had to debate whether to bring her to the Emergency Department or wait until Monday to see her primary care provider. Knowing I'm not the only one frequently faced with this dilemma challenged me to find a way to provide our community with another option."

Urgent care clinics are for different uses than emergency departments. However, since there has not been an urgent care

clinic in Grays Harbor for quite a while, people have been forced to utilize emergency departments for things that would otherwise be better suited for an urgent care clinic.

Although it comes down to a patient's preference, some things that patients may want to consider using the urgent care for are minor ailments such as ear aches, body aches, low grade fevers, coughs, sore throats, minor rashes, stomach aches, etc.

Summit Pacific's Urgent Care will provide patients a more affordable option for weekend healthcare than Emergency Department visits. Urgent care costs will more closely align with costs you see when going to your primary care provider. For example, a patient's urgent care co-pay may be \$25 (depending on the insurance plan) whereas going to the Emergency Department may have resulted in a \$100 co-pay. Summit Pacific's Urgent Care Clinic will accept most major insurances including Medicare and Medicaid as well as work with patients who may not have insurance.

To learn more, visit our website at www.summitpacificmedicalcenter.org or call our front desk at **360-346-2222**.

SPOTLIGHT (cont.)

care which is our goal! We believe our patients should be engaged in their own health and active in their treatment plan. Care coordination provides the necessary glue in the provider and patient team and is sure to grow into a program that we cannot do without."

When Ashley is not working, she is busy at home raising two very energetic little girls, and continues her passion for helping people by serving as a foster parent. Though she recently retired, Ashley spent several years on a Roller Derby team. However, she and her family still stay active and burn off energy by going four wheeling, hiking, camping, floating the river and just spending as much time outdoors as possible here in the Pacific Northwest.

Summit Pacific Medical Center Puts Sustainability on the Menu

When Summit Pacific's Executive Chef Brandon Smith left his position at a large California hospital to lead the team at a small critical access facility in rural Elma, he saw it as the career opportunity he had been waiting for.

"I am passionate about creating dishes that not only look and taste amazing, but as a chef working in healthcare, I want to make an impact on the healing process, on the physical level, as well as the emotional and psychological," says Brandon. "I like to feature whole foods to benefit and enrich the whole person."

In August, Summit Pacific's CEO, Renee Jensen, signed the Healthy Food in Health Care Pledge at a community barbeque featuring chicken from a farm 10 miles away from the hospital. They expected a handful of people to show up, but instead the event sold out three times before noon, sending Brandon scrambling to use every piece of sustainably-raised chicken in his facility and the local grocery store.



Executive Chef, Brandon Smith, grills local, sustainable chicken for the hospital barbeque celebrating the signing of the Health Food in Health Care Pledge.

"I have always believed that preparing freshly harvested produce not only tastes better, but contains more abundant nutrition," Brandon shared. "I also believe that eating items grown locally and consumed in season contain the stuff that local residents need for boosting the body's own immune system, and ensure their metabolism is functioning at a higher level."

Since the barbeque, Brandon and his team have continued to increase their purchases of local sustainable foods and other products. They've achieved about 65% of their total poultry raised without routine antibiotics, introduced a non-GMO sliced bread line for the café and patient meals, and use social and conventional media to talk about the changes they're making.

"We have been featuring Meatless Mondays and Farm Fresh Friday. I have been getting local produce from Juel's Unique Nursery in Satsop, and from Wobbly Cart Farm in Rochester, as well as some local organic and conventional produce through Charlie's," Brandon says. "We have eliminated hot foam cups, foam plates and bowls, and replaced them with paper and compostables. We are phasing out plastic PET cups, and replacing them with plant based compostables."

Brandon would love to have a greenhouse or garden on-site where the hospital could raise some or all of its produce. They're also hoping to promote their beautiful setting and encourage exercise. "We're working with our foundation and facilities to construct a walking trail around the property to highlight some of the local nature, and create spots for exercise and stretching for staff and the public."

Summit Pacific offers monthly community education opportunities and cooking demonstrations, as well as presentations to local organizations such as their local chamber of commerce, to highlight the benefits of buying local produce and sustainably-raised meats.

"We have had very positive feedback from our local community," Brandon shared, "There are many members of local businesses that enjoy coming by for lunch who sit and talk shop over a bowl of soup, and we have heard encouraging words from our patients, staff and the many guests who stop in with their loved ones."

The photo and article were provided by Kathy Pryor, Program Director for Washington Healthy Food in Health Care Program. The article was featured in *Healthy Food In Health Care: Washington's Year in Review Newsletter* that ran December 2014. For more information regarding Health Care Without Harm and Washington's Healthy Food in Healthcare programs, visit www.healthyfoodinhealthcare.org and www.noharm.org.

2015 Celebrity Golf Tournament, May 8th at Salish Cliffs Golf Club

Don't miss this year's Celebrity Golf Tournament. Each year more and more golfers are attending, so call early to get your registration in! Brad Goode and Phil Luce will return to sell our celebrities to the highest bidding team, and golfers will enjoy chances to bid on a variety of silent auction packages, buy tickets for some great raffle prizes, participate in course games, and be treated to our tournament's signature tee-gift. If you don't know what that is, sign up to find out! Afterwards, relax and enjoy a fun barbeque with your team as all the team awards and prizes are announced.

REGISTER TODAY!

For more information on registering for this event and/or sponsoring, please contact Lauren Day at 360-346-2250 or LaurenD@sp-mc.org. More information is also available on our website: www.sp-mc.org.

They're back!

Community Health Education Dinners return Friday, February 27th.

If you haven't already attended one of our popular Community Health Education Dinners, make time this year to come and check out what all the hype is about. The dinners tend to take place on the 4th Friday of every month, from 4-5pm, in the Kelsey Conference Room at Summit Pacific Medical Center. Each class is free, and features a guest speaker and dinner! Some classes will include a healthy cooking demonstration by Executive Chef, Brandon Smith. Dates, topics and speakers are subject to change. Make sure to check our website, www.summitpacificmedicalcenter.org frequently to stay up to date on any changes or updates.



- February 27th – Heart Attacks, Guest Speaker TBD
- March 27th – Managing Your Medications, Andrew Burton, PharmD
- April 24th – Stroke, Fawn Ross, ARNP
- May 22nd – The Sun and Skin Care, Guest Speaker TBD

- June 26th – Diabetes, Mary Ellen Biggerstaff, ARNP
- July 24th – Designer Drugs, Dr. William Hurley
- August 28th – TIAs (Mini Strokes), Fawn Ross, ARNP
- September 25th – Blood Thinners, Andrew Burton, PharmD



Winning team, Mark Reed Healthcare Clinic, loading up their "Food Bowl" donations.

Summit Pacific Clinics and Departments Wage Friendly "Food Bowl" Competition

For the 2nd year in a row, the staff at Summit Pacific Medical Center challenged each other to see who could "raise" the most food and/or winter clothing donations through their annual "Food Bowl" that takes place through the months of November and December. This year, thanks to many donations, staff was able to collect and donate 600 food items, 10 winter clothing items, and \$30 cash. All the donations were loaded up and dropped off to both the McCleary and the Elma Food Banks.



A group of staff and their families gathered together this year to represent Summit Pacific Medical Center in this year's annual Montesano Festival of Lights.

Staff Enjoy Marching at Montesano's Festival of Lights

All involved enjoyed having the opportunity to wrap each other up in blue, green and white lights. All together there were about 25 people passing out fruit snacks behind the Summit Pacific banner. Staff who participated earned points on their Peak Performance Trail Pass Card. The Peak Performance card is part of a new staff wellness program Summit Pacific put in place to encourage and assist staff in making healthy lifestyle changes. Each month there are different challenges and opportunities for staff to earn points which they can cash out for fun rewards.



SPMC staff volunteered at Elma's Winter Wine Festival to raise money for Summit Pacific Medical Foundation.

Summit Pacific's Menu Continues to Grow at Annual Winter Wine Festival

The Summit Pacific Medical Foundation has organized a food booth at Elma's annual Winter Wine Festival for several years, as both a "friend" raising and fundraising event. However with the recent addition of Executive Chef, Brandon Smith, the booth has taken on a new life. "I remember my first year at the festival, it was a couple of us getting together to try and figure out a way to bake and serve pretzels and cheese sauce. None of us having access to professional catering equipment or knowledge of how to keep pretzels warm and soft without drying them out," Lauren Day, Foundation Executive Director shared, "Needless to say, we had to put a big discount on the pretzels at the end of the night in order to get rid of them!"

However, this year, the foundation saw many, many paying customers visit their booth. With Chef Smith's help, the foundation was able to put together an amazing menu that featured a variety of Panini sandwiches, a hot sausage hoagie, a variety of deli salads, chips, fruit juice beverages and fruit bars.



Coho Return to McDonald Creek!

Summit Pacific congratulates Jarred Figlar-Barnes on the amazing work he's done on restoring McDonald Creek. We received an email from him at the end of 2014 in which he shared the great news that his ultimate goal, getting Coho back in McDonald Creek, has been accomplished. He even observed a live, spawned out female, in the channel that runs alongside the hospital. We loved working with Jarred and other members of the Grays Harbor Stream

team to restore the section of McDonald Creek that ran through the property acquired by Summit Pacific. To look at photos of what the stream was to where it's come is pretty unbelievable! And that's just our small section of the creek. Jarred has taken on restoring the whole length and has more sections of the creek he's hoping to restore in 2015. We are so excited to see what he's able to accomplish in the next year!



SUMMIT PACIFIC
• MEDICAL CENTER •

360-346-2222

600 E. Main St., Elma, WA 98541
www.summitpacificmedicalcenter.org



SUMMIT PACIFIC
• HEALTHCARE CLINIC •

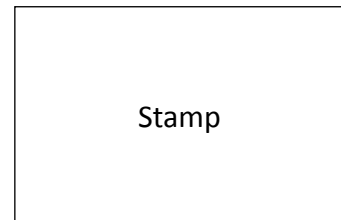
600 E. Main St.
Elma, WA 98541

ELMA
FAMILY MEDICINE

575 E. Main St., Bldg #2
Elma, WA 98541

MARK REED
• HEALTHCARE CLINIC •

322 S. Birch St.
McCleary, WA 98557



Stamp



SUMMIT PACIFIC
• MEDICAL CENTER •

600 E. Main St.,
Elma, WA 98541

360-346-2222

www.summitpacificmedicalcenter.org

**RETURN
SERVICE
REQUESTED**