Spotlight:
ACO Care Coordinator,
Ashley Galvin

Register for
2015 Celebrity
Golf Tournament

Urgent Care Clinic
Now Open!

Online Patient Portal

Community Health
Education Dinners
Starting January 1, 2015, Summit Pacific Medical Center began participating in the 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 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 those people in the community, it could prevent them from getting sick and coming to the hospital, 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 illness 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 want to see our patients show up to 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 you talk about their health and what they need to do, but rather, it’s about engaging them to be excited and eager to make 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 providers. 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 into this role because she understands the importance of the comprehensive approach to care coordination,” Tammy Davis, ACO Director shared. “This involves having to tend to the patients’ home situation, financial, support network as well as physical need. She does an amazing job of appealing to patients and communicating in a way that involves them in their health care management. EMPLOYEE SPOTLIGHT: Ashley Galvin, BSN, RN to Fill New Role at SPMC… ACO Care Coordinator

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

**Urgent Care Clinic Now Open**

Starting February 13th, Summit Pacific began providing urgent care services in 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 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 8:00 pm. 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 a 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 throat, 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 cost 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.
Register today!

**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.

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.

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When Summit Pacific’s Executive Chef Brandon Bush 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 barbecue featuring chicken from a 10 miles away from the hospital. They expected a handful of people to show up, but instead the event sold out three hours before the start.

“I have always believed that preparing freshly harvested produce not only tastes better, but contains more abundant nutrition,” Brandon shared. “Also, if we grow and consume as much as the locals 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 85% of their total poultry raised without routine antibiotics, introduced a non-GMO 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 Charlotta’s,” Brandon says. “We have eliminated all foam cups, foam plates and bowls, and replaced them with paper and compostables. We are planning our plants PBT cups, and replacing them with plant-based compostable.”

Brandon would love to have a greenhouse or garden on-site where the hospital could raise some of all of its produce. They’re also helping to promote their beautiful setting and encourage exercise.

“We are 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 who 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.
Food Banks.

Off to both the McCleary and the Elma the donations were loaded up and dropped winter clothing items, and $30 cash. All to collect and donate 600 food items, 10 thanks to many donations, staff was able of November and December. This year, Bowl” that takes place through the months donations through their annual “Food each other to see who could “raise” Summit Pacific Medical Center challenged departments Wage Friendly May 22nd – The Sun and Skin Care, Guest Speaker TBD

March 27th – Managing Your Medications, Andrew Burton, PharmD

April 24th – Stroke, Fawn Ross, ARNP

May 22nd – The Sea and Skin Care, Guest Speaker TBD

February 27th – Heart Attacks, Guest Speaker TBD

April 24th – TIA’s (Mini Strokes), Fawn Ross, ARNP

September 25th – Blood Thinners, Andrew Burton, PharmD

They’re back! Community Health Education Dinners return Friday, February 27th.

If you haven’t already sampled 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 6-8pm, in the Kelsey Conference Room at Summit Pacific Medical Center. Each dinner is free, and features a guest speaker and dinner! Some dinners will include a healthy cooking demonstration by Executive Chef, Brandon Smith. Dates, topics and speakers are subject to change. Make sure to check out their website, www.summitpacificmedicalcenter.org frequently to stay up to date on any changes or updates.

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

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” Competition. 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 the local Clinics and the local Food Banks.

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 primary goal, getting Coho back to McDonald Creek, has been accomplished. He observed a live, spawned out female, in the channel that runs along the hospital. We loved working with Jarred and other members of the Grays Harbor Stream team to retexture the section of McDonald Creek that ran through the property acquired by Summit Pacific. To hear a person’s actual enthusiasm as what he’s doing is going to pay dividends in the future, is very inspiring.

And that’s why we are so excited to see what he’s able to accomplish in the next year!

SUMMIT PACIFIC MEDICAL CENTER

IN THE COMMUNITY

Staff Enjoy Marching at Montecito’s Festival of Lights

All involved having hearing the opportunity to stop and talk to local hospital staff about Summit Pacific, which is in place to encourage and assist. 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 local Clinics and the local Food Banks.

Red Wing Pass Card. The Peak Performance card is part of a new staff wellness program Summit Pacific put in place to encourage and assist. Staff were 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 local Clinics and the local Food Banks.

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Finally, 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, four-course dinner that featured a variety of entrees, including the famous Monte De Oro sausage hoagie, a meatball sandwich, a variety of deli salads, and a variety of fruit and cheese appetizers.

Not only was the Foundation able to sell out tickets, but also was able to offer an exciting raffle prize of...