

# 2021 COMMUNITY REPORT





A MESSAGE OF GRATITUDE AND THANKS

On a recent hike with my dogs, I looked out over the Wenatchee Valley and saw Central Washington Hospital below me. The Mares Building was to the left, and I could just pick out the East Wenatchee Clinic across the river. Looking to my right, I thought of our Grant County clinics, and then looked up-valley to the north, towards our Okanogan County clinics.

In that moment of reflection, I found myself wondering what the future would bring. I thought about all the work that needed to be done at Confluence Health, the needs still to be met, and how we would get it all accomplished. Then I glanced down at my dogs. They were patiently waiting for me to continue our hike. They weren't worrying about the future; they were adapting to and living in the moment.

That moment shifted my perspective. I started reflecting on the resilience of healthcare workers and our partners throughout the region and what we had accomplished together in 2021. These extraordinary efforts are of true and lasting significance and deserve recognition throughout our communities.

COVID-19 was, and continues to be, a huge disruption to Confluence Health operations, our personal lives, and our emotional and physical health. In the face of fear, uncertainty, and exhaustion, our teams bravely stood up to meet the needs of the communities we serve.

In 2021, Confluence Health led the region in COVID-19 testing, vaccination, community outreach and education. We answered **166,969** phone calls at our COVID-19 Hotline, performed **118,081** tests, and provided **77,288** adult vaccinations and **4,530** pediatric vaccinations. We did this along with caring for people significantly afflicted by the virus. We admitted **850** patients with a primary diagnosis of COVID-19 to inpatient care, with an average length of stay of eight days. Of those patients, **137** required ventilator therapies during their stay.

Employees throughout Confluence Health were asked to help with these efforts, many leaving their usual work undone or covered by others. I want to thank our patients and community members for the understanding, grace, and support they have shown our staff and providers.

It has been both humbling and awe-inspiring to witness.

Having fewer staff was, and continues to be, difficult for clinics, operating rooms, lab, radiology, pharmacy, food services, and every support department. Workflows were modified to meet the needs, and our quality of care was maintained and improved as shown by our 5-star dashboard, including our long-time goal of hypertension control. All of this was done while remaining extremely busy with increased inpatient days and clinic outpatient visits.

These numbers further highlight the impressive work of our staff during the difficult conditions of 2021:

- The Contact Center answered **655,886** calls, with **16,595** patient health concerns triaged.
- Medical assistants at the Contact Center completed **5,201** intakes for new patients prior to their first appointment.
- The Wenatchee Valley Hospital Switchboard answered **439,185** calls.

From a facilities perspective, we also kept things moving, with

a total of **\$40 million** in capital expenditures made in 2021:

- The Moses Lake Specialty Care Services building was completed.
- The post-anesthesia care unit remodel at Central Washington Hospital continued.
- The changing facilities area for the CT scanner at Wenatchee Valley Hospital was updated.
- New video towers continue to be installed in operating rooms at both Central Washington Hospital and Wenatchee Valley Hospital.
- The MRI scanner at CWH was upgraded.
- The pharmacy medication distribution system was upgraded.
- Our IT systems remain very reliable and IT security worked very hard to continually minimize our risks of cyber-attacks.

Operationally, we were grateful to receive support from Federal CARES dollars with which we were able to maintain a positive operating margin. In addition, Revenue

Cycle worked hard to reduce days in Accounts Receivable.

This is not an exhaustive list of all the difficult work the Confluence Health team completed in 2021, but I hope it's enough to paint an accurate picture of the breadth and depth of what our staff, providers and partners have accomplished. I urge you to take a moment, and really think about those we have helped and how we have come together to meet the needs of the people and communities we serve. These are certainly not normal times, but so much good continues to be done. As we move forward, let's do our best not to forget that.

Thank you again for your commitment, effort, patience, and grace—it makes me truly proud. We are a shining example of an exceptional healthcare delivery system and will continue doing our absolute best to improve the health and quality of life for the people of North Central Washington.

With tremendous appreciation,

Peter Rutherford, MD, CEO

**OUR MISSION**

Confluence Health is dedicated to improving our patients' health by providing safe, and high-quality care in a compassionate and cost effective manner.

**OUR VISION**

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



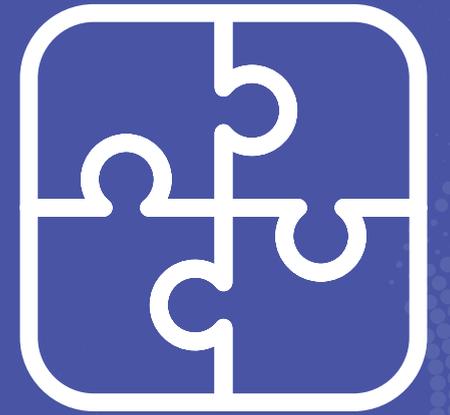
**TRUST**



**COMPASSION**



**RESPECT**



**TEAMWORK**

We listen and follow through.

We embrace empathy.

We value each other.

We are better together.



WHO WE ARE

OUR EMPLOYEES

**3,758**

Total Number of Employees

Physicians.....	<b>284</b>	Occupational Therapists.....	<b>18</b>
Advanced Practice Providers*.....	<b>159</b>	Physical Therapists.....	<b>15</b>
Advanced Registered Nurse Practitioners.....	<b>54</b>	Radiation Therapists.....	<b>6</b>
Physician Assistants.....	<b>88</b>	Respiratory Therapists*.....	<b>13</b>
Behavioral Health Therapists.....	<b>34</b>	Nurses.....	<b>892</b>

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

\*Remaining Therapists include Rehab Therapists and Nutritional Therapists.

OUR CAMPUSES

1. Oroville Clinic
2. Tonasket Clinic
3. Omak Clinic
4. Brewster Clinic
5. Methow Valley Clinic
6. Waterville Clinic
7. Cashmere Clinic
8. Wenatchee Valley Hospital & Clinics
9. Central Washington Hospital & Clinics
10. East Wenatchee Clinic
11. Ephrata Clinic
12. Moses Lake Clinic
13. Royal City Clinic



WHO WE ARE

OUR LOCATIONS

**12,000**  
Square Service Area Miles



**4**  
Counties



**12**  
Towns



**28**  
Facilities



## OUR PATIENTS

**189,118**

Unique Patients

**9,789**

Inpatients Served

**21,789**

Surgeries

**19,979**

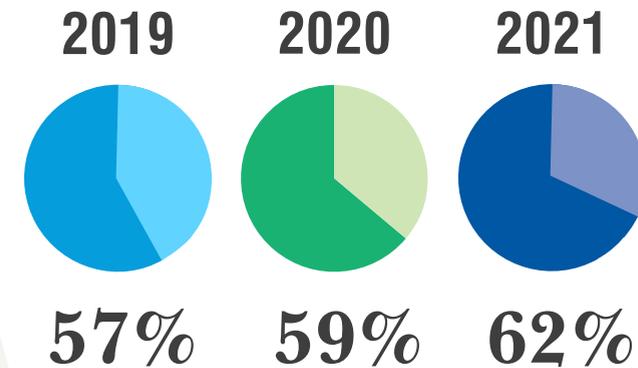
Hours in Surgery

**655,886**

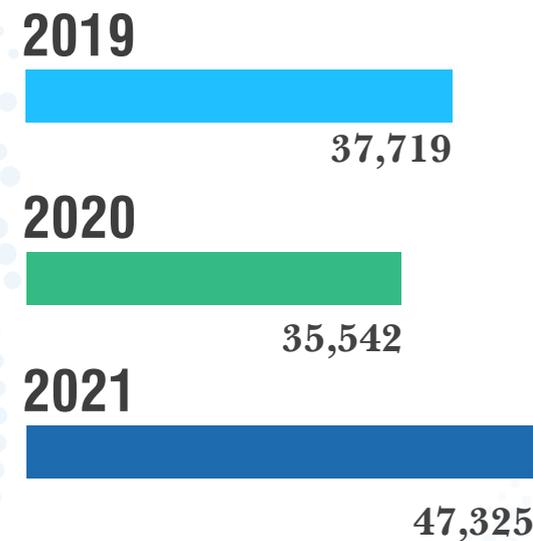
Calls to the Contact Center

## WHO WE SERVE

### Patients with Controlled Blood Pressure



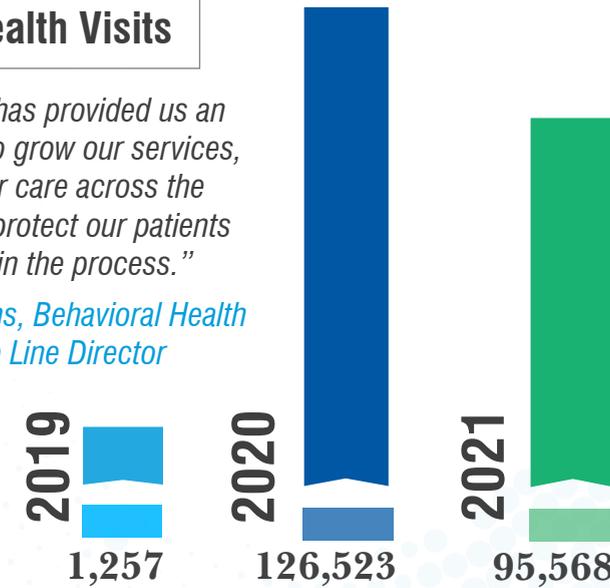
### Emergency Department Visits



### Virtual and Telehealth Visits

"Telehealth has provided us an opportunity to grow our services, expand our care across the region, and protect our patients and staff in the process."

*Tessa Timmons, Behavioral Health Service Line Director*



### 2021 Life Events



41

Heart Attacks Treated



172

Acute Strokes Treated



1,299

Babies Born

## HOW WE SERVE

Provider Outreach Appointments **30+** Specialty Services

459



Omak

39



Brewster

523



Moses Lake



## COVID-19

**77,288**

Adult Vaccinations

**4,530**

Pediatric Vaccinations

**118,081**

Number of COVID-19 Tests

## SERVING IN A PANDEMIC

### Compassion

*“Our teams have been there for patients when no family was allowed to visit. They setup video calls for family to see their loved ones and held hands of patients as they died so they were not alone.”*

*Julie McAllister, RN, MN, CVN, FACCN,  
Vice President of Nursing*



### Gratitude

*“I am humbled and amazed by the resiliency, determination, caring, and compassion the RNs and CNAs have for their patients. While there are many days it has been overwhelming and exhausting, I am still grateful to be a part of this profession of Nursing.”*

*Jacki Whited, Nurse  
Director, Progressive  
Care Unit*



## SERVING IN A PANDEMIC

### Dedication

*“In 2021 I would sit in my car every day before leaving work and mentally, and verbally, quit my job. Then the next day I would return.”*

*Patty Commandeur, Respiratory Therapy  
Clinical Manager*





## Expanding Specialty Care for Rural Communities

At Confluence Health, our mission is to provide safe, compassionate, and leading-edge care throughout North Central Washington. Rural communities have long lent our region its distinctive character, and we are committed to helping these residents overcome financial, socioeconomic, and geographic barriers to accessing high-quality, cost-effective healthcare.

To help rural residents avoid time-consuming and costly travel to Wenatchee for inpatient treatment, Confluence Health has sought to expand local access to specialty, outpatient care throughout our four-county

service area for many years. At our Moses Lake East Hill Avenue Clinic, we have over **30** different specialty departments alone. Last year brought exciting and significant expansion, with the construction of our new **Moses Lake Specialty Care Services building**.

This new **7,640**-square-foot facility on Yonezawa Boulevard gives additional space for specialty care services like Optometry, General Surgery, and Vascular Surgery, while at the same time freeing up critical space at the East Hill campus for Primary Care services. With a total project cost of

approximately **\$3 million**, the new facility brings twelve additional exam rooms and an outpatient treatment and procedure room to residents of Moses Lake and surrounding communities.

Moving forward, Confluence Health has announced plans to open a **Radiation Treatment Center in Moses Lake in 2023**. We are proud to add a critical component to our already existing medical and surgical cancer care and will work diligently with Columbia Basin communities to ensure we are building a healthier future—together.

**\$80,425**  
Community Donations by Staff

**\$64,169**  
Community Donations by Physicians

**\$500k**  
Donated to 100+ Causes





**Dr. Mabel Bodell**  
HEDI Co-Chair



**Dr. Bindu Nayak**  
HEDI Co-Chair

## HEDI COUNCIL



## Confluence Health HEDI Members

- |                         |                     |
|-------------------------|---------------------|
| Kimberly Fischer        | Jessica Culbertson  |
| Nathanael Kempff        | Kari Vacatio        |
| Brianna Winstanley      | TJ Grasch, MD       |
| Angela Prater           | Sarah Brown         |
| JoEllen Colson          | Rachel Clement, MD  |
| Sonia Padron            | Vanessa Cameron     |
| Brigette Miland         | Miguel Valencia     |
| Debby Andruss           | Rachel Lundgren, MD |
| Clari Ramos             | Simone Heyward      |
| Patrick Carrillo, Ph.D. |                     |

## Community Partners

- |  |   |
|--|---|
| CAFÉ (Alma and Jorge Chacon)           | Wenatchee Pride                               |
| Parque Padrinos, led by Teresa Bendito | North Central Washington Equity Alliance      |
|  | North Central Accountable Community of Health |

## HEDI COUNCIL



## Inclusive Healthcare that Gets Results

During the initial stages of the COVID-19 pandemic, it became evident to Confluence Health that there was not enough clear, culturally specific information flowing to Spanish-speaking communities about the risks posed by the virus, and the subsequent availability of vaccines.

opportunity and created innovative Spanish language videos that were easily disseminated on social media. Our **Health Equity, Diversity and Inclusion Council (HEDI)** forged partnerships between grassroots community organizations and the medical community—a critical component of delivering more equitable services to vulnerable members of our community

who may have language, cultural and other barriers to receiving care.

In the same grassroots spirit, Confluence Health worked closely with locally based Parque Padrinos to advance vaccine uptake in the Latinx community. HEDI partnered with Confluence Health’s Marketing Department to produce a billboard campaign in Wenatchee that promoted vaccination with the slogan **“¡Si a la Vacuna!”**.

These efforts were highly successful throughout North Central Washington—in fact, the resulting vaccination rates for Latinos in Okanogan, Chelan, and Douglas counties eventually led us to be ranked in the top five counties in Washington! In the early days of the pandemic, Latinos were being hospitalized for COVID-19 at a rate dramatically out of proportion

to their population numbers. As this culturally specific messaging made its way into Spanish-speaking homes and organizations, those disparities markedly reduced. Currently, COVID-19 hospitalization rates for Latino individuals in our area are proportionate to community representation, amounting to **30%** or less of total hospitalizations.

HEDI is working to make healthcare and our organization more inclusive and equitable for all in North Central Washington.



confluencehealth.org

