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 77,298 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

FROM OUR 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.

OUR VALUES

- **Trust**: We listen and follow through.
- **Compassion**: We embrace empathy.
- **Respect**: We value each other.
- **Teamwork**: We are better together.
OUR EMPLOYEES

3,758
Total Number of Employees

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

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

*Remaining Therapists include Rehab Therapists and Nutritional Therapists.

OUR LOCATIONS

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

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

**Patients with Controlled Blood Pressure**

- 2019: 57%
- 2020: 59%
- 2021: 62%

**Virtual and Telehealth Visits**

- 2019: 1,257
- 2020: 126,523
- 2021: 95,568

“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

**Emergency Department Visits**

- 2019: 37,719
- 2020: 35,542
- 2021: 47,325

**2021 Life Events**

- Heart Attacks Treated: 41
- Acute Strokes Treated: 172
- Babies Born: 1,299

**Provider Outreach Appointments**

- Omak: 459
- Brewster: 39
- Moses Lake: 523

**Specialty Services**

- 30+

**WHAT WE SERVE**

**HOW WE SERVE**
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

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
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.