



# COMMUNITY REPORT 2024



# A MESSAGE OF PROGRESS

FROM OUR CEO

**OUR VISION** at Confluence Health is to serve our community with compassionate care, driven by our dedication to fostering joy and pride in our work, focusing on local sustainability, ensuring access for all, and committing to excellent care and service. Each year, we strive to make meaningful progress toward this vision, and this year has been a testament to our ability to innovate, adapt and continuously improve.

Our patients and community rely on us to be there when needed. We have made significant strides in improving access to care by enhancing online appointment and scheduling capabilities, transitioning our walk-in clinics to DirectCare, reducing new patient lead times in primary care, and optimizing our internal processes to allow our providers more time and availability for their patients. The expansion of digital tools, including virtual care options and new MyChart features, has empowered our patients to take control of their health.

This progress underscores our commitment to providing excellent and compassionate local care by and for our community. While much remains to be done, we are confident that, together with the community we serve, we will continue to build on this foundation of progress toward even greater excellence in care for decades to come.



Andrew Jones, MD, CEO



## OUR STATS IN 2024



**315**  
Physicians



**3,856**  
Employees



**4**  
Counties



**24**  
Facilities



**174**  
Advanced Practice  
Providers



**174,222**  
Unique Patients



**12,536**  
Inpatient Visits



**56,843**  
ER Visits



**22,268**  
Surgeries



**933,343**  
Calls To  
Contact Center



**30+**  
Specialties



**1,321**  
Babies Born



# REDESIGNING PRIMARY CARE IN NORTH CENTRAL WASHINGTON

## FEATURED NEWS

**W**hen looking at the ways in which businesses across the United States have evolved to meet the needs of our modern, digital age, the healthcare industry has a lot of catching up to do. At Confluence Health, we recognize that improvements are necessary to help us better serve our patients while continuing to remain relevant and independent. It's not enough just to make a few tweaks here and there; we need to redesign how primary care is delivered to the people of North Central Washington. This has led to several recent improvements, such as enhancing our appointment scheduling, using technology to offer new forms of care, and redesigning our traditional walk-in clinics by switching to a "DirectCare" model.

- **Scheduling:** During 2024, we offered new ways to schedule appointments online via our MyChart patient portal. Although scheduling via telephone is still available, our patients now have an easier, quicker option of using MyChart to select the day and time for their appointments that best fits their schedules. In addition, some of our clinical departments began to reshape the role of the primary care provider (PCP) by offering choices beyond the traditional one patient/one provider model. Now, staff in select departments are working together as a pool or pod of PCPs rather than individual practitioners—which gives patients more options on when and with whom they can schedule care while still having the benefits of a traditional PCP.
- **Virtual Visits:** Toward the end of 2024, we began to offer "KeyCare"—a new online option through our MyChart portal that enables patients to have on-demand virtual visits 24 hours a day, 365 days a year. With this change, patients can use MyChart on their smartphone, tablet

or computer to receive high-quality medical care at home, the office or anywhere else within the state of Washington. This new web-based service provides yet another route for patients to seek care in a way that works best for them and their schedules.

- **DirectCare:** In 2024, we shifted our traditional walk-in clinics to a new appointment-based model called "DirectCare" that enables patients to schedule same-day and next-day appointments rather than needing to go to a clinic and wait for availability. With DirectCare, patients are given more options and a safer, more comfortable experience—all while helping our staff and providers to balance and structure their patient caseloads more effectively. Although the format of the care has changed, the spirit of the classic walk-in visit hasn't gone away. Patients can still get prompt care that can't wait for a primary care appointment. The difference is that patients now can choose to either schedule an appointment online, over the phone, or by coming to the clinic, and then they can wait in the comfort of their own home rather than in a waiting room—all without losing their place in line.

Indeed, 2024 was an exciting and transformative year for Confluence Health, and we are encouraged by the data and results we have seen so far in our appointment scheduling, KeyCare and DirectCare offerings. Looking ahead, our staff, providers and leaders are committed to continuing to put their full efforts into delivering more improvements and initiatives that will ensure our mission of "Local Care by and for Our Community" is exactly who we are now—and who we will continue to be in the future.

– *The Confluence Health Team*



# LOCAL CARE BY AND FOR OUR COMMUNITY



confluencehealth.org