



LAKE CHELAN
HEALTH

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YOUR HEALTH *in motion*

Moving Healthcare Forward



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2020 STATISTICS



4,758

Emergency Room Visits

2,810

Inpatient Days



96 Births

7,905

Radiology Procedures



8,404

Lake Chelan Clinic Visits

4,651

Physical & Occupational
Therapy Visits



517 Surgeries

1,232

EMS Ambulance Runs



34,978

Lab Procedures

\$1,425,391

Uncompensated Care



FROM OUR BOARD

Greetings,

We wish you and your family a happy and healthy 2021. While a challenging year, many good things have happened throughout 2020 for healthcare at Lake Chelan Health.

George Rohrich, our CEO, has just completed his first year with Lake Chelan Health. Through his strong and dedicated leadership, we have seen many encouraging changes that have strengthened our overall patient care and experience. Please join us in wishing George a happy work anniversary!

One of the first endeavors led by George began in early 2020 when our board approved his recommendation to engage with QHR Healthcare and the Studer/Huron Group. They are global advisory firms that help develop strategies and solutions for healthcare institutions and to fulfill their mission while creating sustainable growth.

In October, DNV conducted a thorough, on-site survey of all areas of the hospital. DNV, an independent expert in risk management and quality assurance, has issued Lake Chelan Health a three-year nationally recognized Accreditation and Certification as a Critical Access Hospital (CAH). This recognition is for achieving the high standards of compliance with the Medical Conditions of participation for CAH. This is a well-deserved accomplishment by our staff and administration, and the Board is delighted to salute them in congratulations!

Lake Chelan Health had a variety of other significant changes in 2020:

1. For the safety of patients, our Sanctuary 28-day inpatient mental health and substance use treatment unit temporarily closed in March. A thorough review into the program's sustainability led to the decision to permanently close the program.
2. Primary care services at Lake Chelan Clinic were discontinued in November due to significant declines in patients seeking these services, which were also worsened by the pandemic. We continue to offer Specialty Care services in the same location, which includes orthopedic services. An Express Care clinic opened Feb. 1, 2021, and we are excited to fulfill the need for walk-in services within our community.
3. In January, the New Hospital project was put on pause for 6 months. It is now back on course. The project is currently in the process of putting permits in place, acquiring approvals from various government agencies as well as getting the bids out in time for a projected spring start date. Stay tuned for more detailed information in the next couple months.
4. We are focused on improving our billing process and look forward to a billing cycle that is timely for all our patients.

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STROKE PROGRAM



Antonio is married to Fidelfa Hernández de Ramírez. They have 10 children who are all grown — two of whom are pictured: Maria Teresa Rivera and Osiel Omar Ramirez.

Telestroke Program at Lake Chelan Health Helps Save Lives

Our partnership with Providence Telestroke Network ensures stroke patients receive prompt, expert care when they need it most.

The day Antonio Ramirez had a stroke, he woke up feeling fine and went about his morning routine as usual. His daughter was getting married that day — a small wedding held in her backyard with close family and friends. He was excited and ready to support her on her big day.

In the middle of the ceremony, he noticed his body started to sway back and forth. At first, he thought it might be from the wind blowing through the trees, but when his arm, leg and the entire left side of his body became paralyzed, he knew something was wrong.

That's when he fell to the ground. He didn't know it then, but he was having a stroke.

"I was sitting there, and everything came on so suddenly; I don't remember a lot after that," Ramirez said. "I was told by my family that the ambulance came within minutes and took me to the Lake Chelan hospital. If I hadn't received such good,

prompt care, I may be paralyzed and unable to move half my body — or not here at all."

Ramirez is one of many patients who have benefited from Lake Chelan Health's telestroke program. As a rural hospital, Lake Chelan Health partnered

with Providence Telestroke Network in Seattle to ensure local emergency providers have the resources and tools they need to provide the best quality of care to patients having a stroke.

“ If I hadn't received such good, prompt care, I may be paralyzed and unable to move half my body — or not here at all. ”

Time is everything when it comes to stroke patients, according to the American Stroke Association. The faster they can be diagnosed and treated, the better their outcomes. Immediate treatment could minimize long-term effects of a stroke and prevent death.

About the Program

Dr. Louise Simons, Director of Emergency Services and Stroke Case Studies at Lake Chelan Health, said the partnership allows hospital staff to have quick,

direct access to a full team of neurology specialists in the city. The goal is to ensure all protocols are followed to provide the best outcome for the patient.

The Providence team and Lake Chelan staff work together to quickly diagnose local patients and, if indicated, immediately administer medication for dissolving a blood clot. After a stroke is determined, Lake Chelan staff provides immediate care to the patient while preparing them to be transferred to a larger hospital.

"We're the folks who help you in the critical first few hours and get you to the right place," Dr. Simons said. "This program allows us to provide care right away in our rural location by increasing efficiency and connecting the patient to a board-certified neurologist through a screen. It's like bringing world-class medicine to a small town."

Follow-up services, including physical, occupational and speech therapy, are also provided by Lake Chelan Health for local stroke patients.

Importance of Acting Fast

A stroke occurs when a vessel in the brain is blocked by a blood clot or ruptures. In the U.S., nearly 800,000 people have a stroke each year, according to the Centers for Disease Control and Prevention. Strokes are a leading cause of serious long-term disabilities and they reduce mobility in more than half of stroke survivors older than 65.

Stroke risk increases with age, but they can happen to anybody. High blood pressure, high cholesterol, smoking, obesity and diabetes are leading risk factors for stroke.

Knowing the symptoms of a stroke can help save lives and prevent permanent brain damage. According to the CDC, stroke patients who go to the emergency department within three hours of their first symptoms often have less disability three months after their stroke than those who delayed care.

The most common symptoms of a stroke include face drooping, arm weakness and slurred speech. Others include sudden numbness, confusion, difficulty seeing or walking, or a severe headache.

Attentive, Compassionate Care

Wenatchee resident Catherine Huber, 90, was with her partner, Walter Bushfield, 97, when she suddenly passed out and fell. Her speech was totally impaired. She was immediately sent to Lake Chelan Health

for her initial stroke care, where she continues to be impressed with staff.

"It was all a blur — I couldn't even sign my name," Huber recalled. "They were wonderful, and I'm very happy with the care I received. Staff called me twice since having my stroke to check in, and that's something that stands out to me. My recovery has also been good, and if it weren't for them, that might be a different story."

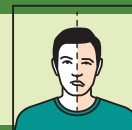
Ramirez, who is also still recovering, agreed. He is thankful for the EMS staff, doctors and nurses who were able to provide the services he needed.

"It was the great care that saved my life," he said. "I am grateful for Dr. Simons and for the medicine that I feel changed my physical outcome and why I am here today."

Warning Signs of a Stroke

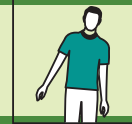
F

Face. Ask the person to smile. Does one side of the face droop?



A

Arms. Ask the person to raise both arms. Does one arm drift downward?



S

Speech. Ask the person to repeat a simple phrase. Is their speech slurred or strange?



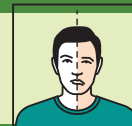
T

Time. If you observe any of these signs, call 911 immediately.

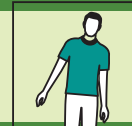


Señales de un Ataque Cerebral

Cara. Pídale a la persona que sonría
¿Se cae un lado de la cara?



Brazos. Pida a la persona que levante ambos brazos. ¿Un brazo se desvene hacia abajo?



Discurso. Pida a la persona que repita una frase simple. ¿Su hablar es trabado o extraño?



Tiempo. Si observa alguno de estos signos, llame al 911 inmediatamente.





From the CEO



The past year was full of change.

Our focus going into 2020 was to make changes and improvements necessary to move forward with the replacement hospital.

We began with strategic partnerships to support the key areas of finance, culture and quality. The pandemic started early in the

year which slowed our efforts and created delays.

The first goal for finance was to achieve a positive bottom line. This led to the difficult decision to transform our primary care clinic into a same-day clinic and to close the Sanctuary program. Our second goal was to improve our billing process. Timeliness of bills was and continues to be an area of patient concern and of our concern as well. While more remains to be done, we have made great progress in streamlining our billing.

Our focus for culture is to make Lake Chelan Health a “Best Place to Work.” All leaders in our organization have been actively involved in monthly meetings with individual staff, and a new recognition program has been launched. We continue to survey staff satisfaction on a recurring basis to measure our progress.

The goal for quality was a monumental effort to achieve accreditation by DNV for quality and safety. I am proud to share that we received our accreditation in December thanks to the hard work of our dedicated team. We are joining six Critical Access Hospitals in all of Washington State to achieve this certification. This will be a continuous effort involving focus and commitment.

I am proud of the progress our team made in 2020 and look forward to continuing our goals in 2021.

— George Rohrich, CEO

Lake Chelan Health Services:

Community Wellness

Emergency Department

Emergency Medical Services

Express Care - **NEW!**

Inpatient Care

Laboratory

MRI

Occupational Therapy

Orthopedics

Physical Therapy

Podiatry

Post Acute Care Rehab

Pregnancy and Childbirth

Radiology

Speech Therapy

Surgery



EXPRESS CARE

LAKE CHELAN HEALTH

NOW OPEN!

Lake Chelan Health is proud to announce the opening of our Express Care, which will help fill a healthcare need in our community.

The Express Care at Lake Chelan is a walk-in clinic offering in-person and telehealth evening and weekend services. About a year in the works, data showed the Lake Chelan Valley could benefit from a walk-in clinic where community members could receive urgent care outside of traditional work and school day hours. The clinic will be **open every day from 9 a.m. to 6 p.m.**

“We didn’t have anything like this in our town before Lake Chelan Health decided to open Express Care,” said Clinic Manager Jodi Sweeney, who has been with the hospital for 27 years. “We used to get phone calls all the time for same-day appointments, and we couldn’t offer them. Now, we can.”

Providers at the clinic will help patients of all ages with any immediate health concerns or conditions — such as minor fractures, CDL physicals or a sore throat — that need to be addressed in the same day. This will allow the patient to be seen right away rather than waiting for an appointment with their primary care provider or seeking care in the emergency room. Patients with chronic or more expansive conditions, such as general back pain, can’t be treated at the clinic and are encouraged to reach out to a specialty or primary care provider instead.

“I think patients will benefit from the same-day services Express Care provides,” Sweeney said. “You won’t get an expensive emergency room bill, you won’t have to wait for an appointment and you won’t have to drive outside of town to Wenatchee or other communities to get the care you need.”

Sweeney and all of Lake Chelan Health staff hope community members will take advantage of this new service. If you have any questions, please reach out to the Express Care team by calling **509-682-8511**.

EXPRESS CARE AT LAKE CHELAN HEALTH

HOURS:

9 a.m. – 6 p.m., 7 days a week

LOCATION:

219 E. Johnson Ave., Chelan

PHONE: 509-682-8511

*Walk-in visits only, no appointments necessary

Why visit Express Care?

- Allergies
- Cold or flu symptoms
- COVID-19 testing
- Earaches and ear cleanings
- Fevers
- Minor bruises, burns, fractures, scrapes or cuts
- Rashes and other skin conditions
- School/sports physicals — available on first-come, first serve basis
- Sore throat
- Sprains
- STIs and STDs
- Urinary tract infection

MEET OUR EXPRESS CARE PROVIDERS



Michele Hansen, ARNP

Michele Hansen is a board-certified family nurse practitioner who specializes in urgent care, DOT physicals and family medicine. She has been

practicing for 15 years and earned her degree at Washington State University. She is excited to start working with the community at Express Care.

Michele has lived in Manson for 11 years. She has been married to her husband Alan for 37 years and has four grown children and eight grandchildren.



Alexa Hill, DNP, ARNP, FNP-C

Alexa Hill is a new Lake Chelan Health family nurse practitioner, certified by the American Academy of Nurse Practitioners.

She earned her Doctorate of Nursing Practice from Maryville University of St. Louis in 2020. Prior to this, Dr. Hill enjoyed 10 fulfilling years at the bedside — working primarily in the acute care medical settings (medical/surgical, intensive care and emergency department units) at two critical access hospitals in Washington State.

Hill is married with two children and resides in Okanogan. She enjoys spending time with family and friends, traveling, skiing, kayaking, camping and many other outdoor adventures.

5. We are excited to have approved our new organization name and logo. You will see Lake Chelan Health more and more as we continue to move healthcare forward in the Lake Chelan Valley.
6. After hundreds of hours put in by Ray Eickmeyer, Director of Emergency Medical Services, Lake Chelan Health was one of the first sites in the state to receive approval for administration of the COVID-19 vaccine. The goal is to provide vaccinations to the Lake Chelan Valley along with the help and direction of local health and government agencies.

Lastly, much of our business has been conducted through video conferencing. This started out being very challenging in the beginning; it is now just how we conduct business. We look forward to the days ahead when we will be able to see you face to face. Until then, please know we are grateful for your continued support and hope you will tune in on the fourth Tuesday of each month at 1:30 p.m. for our regularly scheduled board meetings. Please visit our website for board meeting access information as well as COVID-19 vaccine information.

Wishing all of you the best of health in 2021!

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Guild B Donates to Foundation in Honor of Member Alice Soma

Lake Chelan Health's Guild B presented a check to the Lake Chelan Health and Wellness Foundation to purchase a BladderScan Prime Plus machine. The Guild made the donation in memory of Alice Soma, a long-time, hardworking member of Guild B who passed away last December.

The total donation was \$9,000. The funds came from two sources: Lights of Love donations (\$2,530) and general fundraising by Guild members (\$6,470).

Lights of Love funds are from private donations made in memory of loved ones. These funds have been part of the Guild for many years and much of the money raised this year was



Alice Soma

given in memory of Alice. General funds were raised through member donations, a raffle of gift baskets at Guild meetings and a raffle of a beautiful Afghan that was started by Alice and finished by two guild members, Rosie Epstein and Marilyn Shoulders.

Julie Soma, Alice's daughter, donated the afghan to the Guild B raffle, wanting to be a part of the event. She purchased tickets and won the raffle, so she chose to donate the afghan — one of several

Alice made over the years for the Guild — to Bob and Judy Geisenger, knowing it was Alice's intention to make one for the couple.

The afghan is a special one, as it was Alice's last for the Guild. Approximately \$1,000 was raised from the raffle for the afghan, which was used to help purchase the BladderScan machine.

"We know Alice would have been happy in knowing the afghan went to her friends and is smiling down on us all," said Mary Ann Warren, Guild B President. "Many thanks to the Culinary Apple for displaying the afghan."



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Hang a Blue Ribbon to Honor Healthcare Workers

It's been a long year for our healthcare community. Join us in the **Blue Ribbon Campaign** – a community-wide appreciation effort for our healthcare workers. It's as easy as tying a blue ribbon around a tree at your home or putting a blue ribbon card in your window.

Let's say thanks to those who have been there for us since the start of this pandemic.



Lake Chelan Health joins more than 600 hospitals nationwide including 33 in Washington State to receive DNV accreditation. For more information about DNV GL hospital accreditation visit dnvglcert.com/healthcare.

Copia en español disponible en
LakeChelanHealth.org

Lake Chelan Health does not discriminate against any person on the basis of race, color, sex, gender identity, national origin, disability or age in admission, treatment or participation in its programs, services and activities, in employment, or any other basis prohibited by state or federal law. For further information about this policy, contact the Lake Chelan Health Helpline at 1-844-729-4088.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-509-682-3300.

The full nondiscrimination statement can be found LakeChelanHealth.org/nondiscrimination-policy

COVID-19 Vaccine Distribution at Lake Chelan Health

Lake Chelan Health is one of the first state-designated COVID-19 vaccine administration sites. To register for email notifications about upcoming **FIRST DOSE** vaccine clinic opportunities, scan the QR code or go to lakechelanhealth.org/covid-19. The page will be frequently updated to ensure our community has access to most recent COVID-19 vaccine eligibility and guidelines.

