



LAKE CHELAN
HEALTH

INSIDE

Meet Esperanza
Swing Bed got her
back on her feet

3

From the Interim CEO
New Hospital Building
Closer to Occupancy

5

New Orthopedic
Provider Dr. Oh joins
our team

7

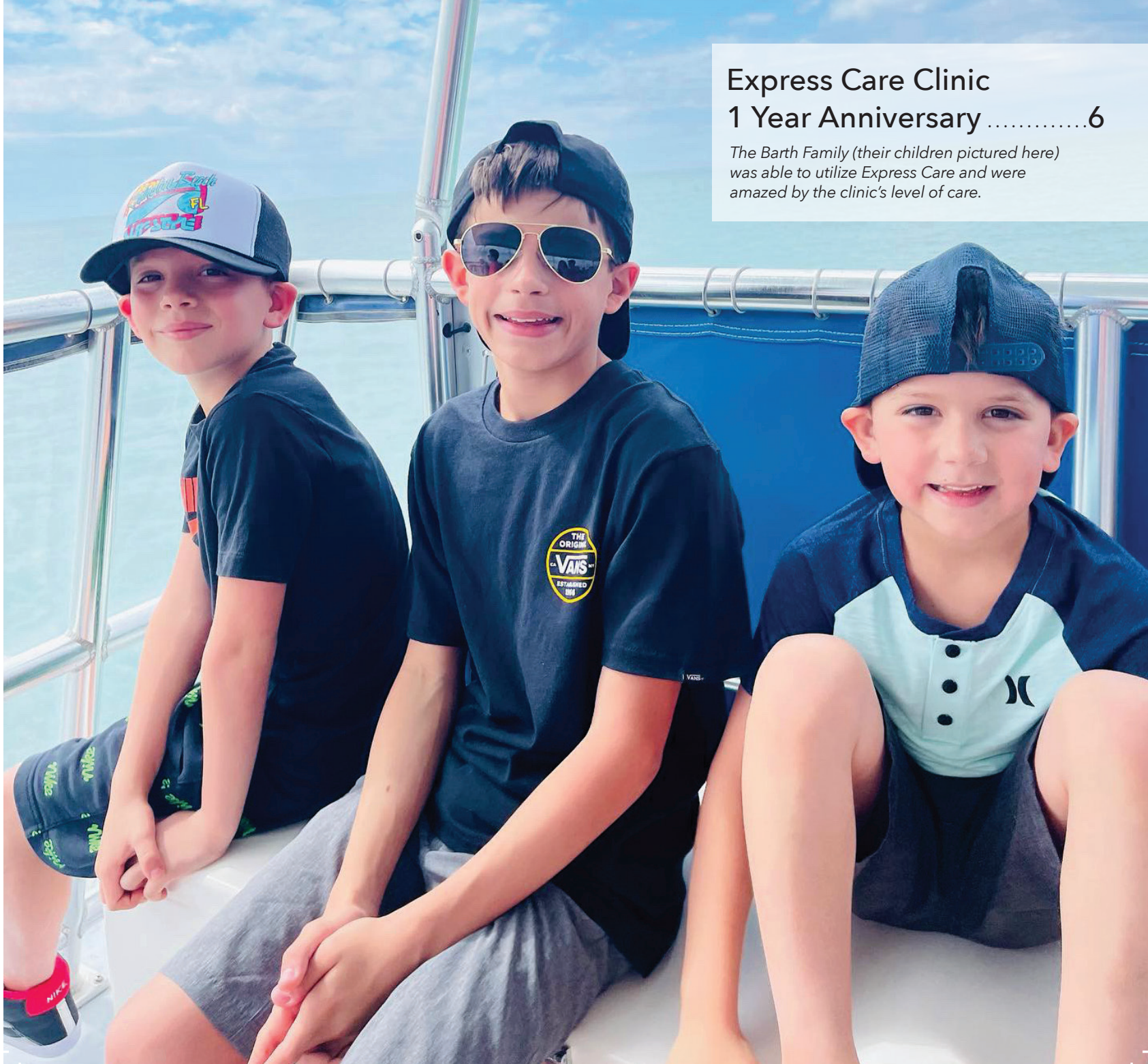
YOUR HEALTH *in motion*

Moving Healthcare Forward

SPRING 2022

Express Care Clinic 1 Year Anniversary6

*The Barth Family (their children pictured here)
was able to utilize Express Care and were
amazed by the clinic's level of care.*



2021 STATISTICS



4,988

Emergency Room Visits

1,904

Inpatient Days



81 Births

10,604

Radiology Procedures



4,928

Express Care Clinic Visits

2,052 Specialty

Care Clinic Visits



475 Surgeries

5,540

Physical & Occupational
Therapy Visits



34,843

Lab Procedures

1,352

EMS Ambulance Runs



\$1,202,822

Uncompensated Care



FROM OUR BOARD

Dear Community Members,

These past few years, we have experienced a lot of surprises and have come to hear the words “change” and “transition” and “revised” often, and sometimes more than we wish. Throughout these challenging times, Lake Chelan Health has:

- Retained and attracted talented and dedicated professionals.
- Expanded urgent care, in-home care and other new services.
- Moved the new hospital construction forward on schedule and within budget.
- Maintained national certification for quality.
- Re-directed plans and activities when necessary.

We could not build such a strong and flexible public hospital organization without the steady dedication and support of our employees, physicians, community partners, volunteers and you.

The LCH Board of Commissioners and our new CEO, Aaron Edwards, look forward in 2022 to leading four major initiatives that will impact the future of Lake Chelan Health over the next 20 years and beyond:

1. The completion and move to the new hospital this fall.
2. A comprehensive study of community healthcare needs.
3. A plan for healthcare services to address these needs.
4. A facility master plan to locate these services for easy access and convenience for you.

In addition, we will explore new opportunities for innovation and partnerships with other organizations to expand health services for you, offer the highest quality of care, build financial strength and get ready for more changes that might come our way.

This is a “new day” for Lake Chelan Health! Please share our hopes for a great year ahead – for your good health and excellent healthcare for our community.

BOARD OF COMMISSIONERS

Mary Murphy

Board Chair
mmurphy@lcch.net

Jeremy Jaech

Board Secretary
jjaech@lcch.net

Jordana Laporte

Board Vice Chair
jlaporte@lcch.net

Mary Signorelli

msignorelli@lcch.net

Lori Withrow

lwithrow@lcch.net



Esperanza Escalera surrounded by her family before being admitted to Lake Chelan Health

Life-Saving Measures Include Rehabilitation: Meet Esperanza Escalera

After losing her father and battling for her own life, Swing Bed Services at Lake Chelan Health helped her relearn how to live.

Esperanza Escalera credits being alive to two things – faith and science. Her sister Ruth agrees. In September of 2021, Esperanza and her sister lost their father, and then Esperanza started the fight for her own life.

It started with her blood sugar. Esperanza has diabetes and had been on medications, and she thought everything was fine until she started losing vision in one eye. She knew her blood sugar was high, so on September 11, 2021, her mother and sister took her to the hospital in Wenatchee.

While there, she was given IV insulin, was kept overnight for observation, tested negative for COVID-19, and because she was feeling better and acting like herself, she was sent home. However, things for the family did not get better.

On Monday, September 13, Ruth and Esperanza's father was admitted to the ICU and passed on September 14. Upon hearing the news, Esperanza did not react normally.

"Mom and I knew something was wrong with her and we got worried," Ruth said.

Esperanza's children said she was doing well, just tired and sleeping, but Esperanza's mother's concern grew. On September 15, Esperanza went to the hospital once more, where she tested negative for COVID-19 again.

"I knew I was having trouble breathing, but I didn't realize how bad it was," Esperanza said. "While hospitalized, I ended up on three different types of oxygen support."

Even with the oxygen support, she wasn't getting better. While her family was against it because of misleading information online, the only option she had was intubation.

"The doctor explained that I'd have a 50% chance of living if I was intubated, or death if I wasn't," Esperanza said. "When my dad got intubated, he passed away, so I assumed I was going to die too."



Esperanza's first day out of ICU

continued on page 4

Life-Saving Measures Include Rehabilitation: Meet Esperanza Escalera *continued*



Esperanza's family talking to her through a window at Lake Chelan.

She was put in an induced coma for five days from September 22 to 27. Ruth said after Esperanza gave a thumbs up and said that she was feeling better, but on the night of September 29, she was intubated for the second time.

"She didn't come off of the ventilator until October 7," said Ruth. "But the doctors didn't extubate (remove the ventilator) her. She did it herself. We still don't know how she had the strength to do it."

At that point, between the two intubations, Esperanza had spent almost 14 days on a ventilator. While in recovery, she had no idea the amount of work that faced her with learning how to eat, walk or even just use the bathroom by herself again.

"It's silly now, but I just remember being so mad at my sister," said Esperanza. "All I wanted was a strawberry limeade after I extubated myself. I was so mad she didn't bring me one until I started physical therapy and realized I wouldn't have been able to drink it even if I tried."

Esperanza was moved to Lake Chelan Heath's Swing Bed unit on October 13. When she arrived, the staff let her have time with her kids and family and hug them before admitting her into the building to start the next phase of care.

"They really cared. They accommodated the family as much as they could," said Esperanza. "They were so

kind because my father's care had started with them and they knew we just lost him."

Ruth and Esperanza both expressed how much they appreciated the level of attention the team at Lake Chelan provided with regular healthcare needs but also to emotional and spiritual health.

"They treated me like a human being. They took the time to see how I was really doing," Esperanza said. **"They also shared faith with me to allow me to start the process of grieving for my dad."**

Esperanza raved about her experience working with Occupational Therapist Jannel Burton and physical therapists at Lake Chelan Health.

"They helped me re-learn everything that I wasn't able to do, like even just brushing my hair," Esperanza said.

The experience was lonely without her family, but she would talk to them every day. Ruth said they would try to give her as much motivation as they could. She eventually was discharged from Lake Chelan Health on November 15, 2021. Just a month after being admitted.

"I learned techniques with Lake Chelan to keep my oxygen levels up so I can keep going," she said. "Thanks to all the exercise and physical therapy, a lot is getting better. I'm so thankful they pushed me to keep going."



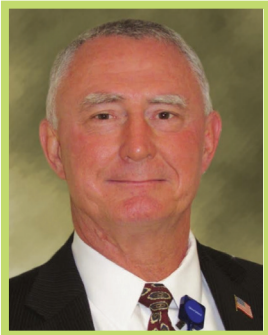
Esperanza (left) and her sister Ruth (right)

While they still don't know exactly what was wrong with her originally, Esperanza now works every day toward strengthening her body. She has even returned to work part-time. At first, she was dependent on oxygen, but now she can control her breathing and she is so grateful to be home with her family. It still takes a lot out of her to shower and do simple tasks – but she does them on her own.

"God was with me every step of the way," she said. "I really do believe that prayer was a big part of what got me through, and I'm so thankful for the providers who helped me along the way."



From the Interim CEO



Since coming on as interim CEO in January of 2022, I have appreciated being a part of this fast-moving train as it moves toward occupying a new hospital building, and in turn, a new era of healthcare for the community. Lake Chelan Health is full of dedicated and patient-focused providers and staff – what a great place to work!

Permanent CEO, Aaron Edwards, arrived early April and is leading the focus around several priorities, including the new hospital construction, revenue growth and quality of care. We are thrilled to also have our new orthopedic surgeon, Dr. William Oh. With this new addition to the team, we are able to provide expanded orthopedic services to the community as well as now offer wound care services in our Rehabilitation Department.

The new hospital move is brewing with excitement, but there is an enormous amount of work required from the leadership team. We expect to receive a Certificate of Temporary Occupancy (CTO) early this September. Then, after we make it through several inspections from organizations such as the Department of Health, Labor and Industries and others, we will officially receive approval to move in.

Currently, with 60% completion, the structure looks more like a hospital than just a building surrounded by fencing, mounds of dirt and heavy construction equipment. The final planning stages have begun for a move-in date in late October or early November of this year.

As your new hospital gets closer to completion, we want to share the excitement. Visit our website LakeChelanHealth.org to see the latest video showing sections of the interior developments.

As we plan to move our hospital services to the new site, we look forward to continuing to improve the quality of care and experience for our patients and guests.

– Emmett Schuster, Interim CEO

Lake Chelan Health Services:

- Community Paramedicine
- Community Wellness
- Emergency Room Care, 24-Hour
- EMS Services
- Express Care Walk-In Clinic
Open 7-Days A Week
- General Surgery
- In-Patient Acute Care
- Lab Services
- Obstetrics
- Occupational Therapy
- Orthopedics
- Pain Management
- Physical Therapy
- Radiology Services
- Rehab Services
- Specialty Care Clinic
- Speech Therapy
- Swing Bed Care
- Wound Care



EXPRESS CARE

LAKE CHELAN HEALTH

Express Care Turns ONE!

For the last year, every day – seven days a week – patients have been able to walk in and receive care at Lake Chelan Health's Express Care walk-in clinic. After opening its doors, the goal was to see 12 patients a day, and the clinic has exceeded that with an average of 14 people a day.

Jodi Sweeney is the clinic manager at Express Care. She said over the past year patients have given her wonderful feedback about the care they have received. She is so happy Express Care provides a convenient care option to the community.

"We are centered in town, easy to find and I think this has really benefited the community," Sweeney said.

Express Care was built in an area with limited access to care. It has been helpful for patients to have minor health concerns addressed until they can follow up with their primary care providers – plus, it is less expensive than a visit to the emergency room (ER).

"The biggest positive impact Express Care has had on the community is the fact that people don't have to exclusively go to the ER for certain types of care," Sweeney said.

Leigh Anne Barth and her family were able to utilize Express Care and she was amazed by the clinic's level of care. She knew it was time to see a provider when she and one son started to develop similar sore throat symptoms; at the same time, another son showed signs of an ear infection.

"It was fast, convenient and the staff was so kind to us," Barth said. "I really appreciated that they followed up after the appointment, but also that they really listened and really cared. That goes a long way these days."

Outside of caring for sick and injured patients, Express Care provides physicals for Commercial Driver's Licenses (CDLs) once a month. The clinic also does sports physicals for kids.

"It's been fun to sit back and watch the needs of the community be met," Sweeney said. "It's been really fun to watch my staff excel and see the happy look on parents' faces when they can have their child seen at the clinic instead of the ER."

In the next year, Sweeney said her hope is that the clinic gets busy enough to have two providers on-site during the day to provide more access to care for the community. She said she wants Express Care to be a resource for the area for a long time.

QUALITY CARE 7 DAYS A WEEK

The Express Care clinic makes it possible to have health concerns addressed. Whether you are suffering from an earache, urinary tract infection or have sprained your ankle, our providers are here to help.

To learn more, visit LakeChelanHealth.org.

CLINIC HOURS:

9 am to 1 pm • 2 pm to 6 pm
All days, including weekends

EXPRESS CARE WALK-IN SERVICES:

219 E. Johnson Ave., Chelan

PHONE: 509-682-8511

NEW HOSPITAL UPDATE:



Construction Progress

It seems like a long time ago since Lake Chelan Health (LCH) held the groundbreaking ceremony for the LCH replacement hospital on April 23, 2021. Immediately after, Bouten Construction Company broke ground at the new LCH hospital site located at 110 Apple Blossom Road in Chelan. **We are excited to say that the project is about 60% finished** and within the \$44.5 million budget. The community will have the opportunity to tour the new facility at a grand opening ceremony being planned for the end of summer.

There are a lot of moving parts for Lake Chelan Health. Staff members are not only working with the



Aerial Rendering of New Hospital

construction team to build and plan for the completion of the new hospital, but they are also planning for how to best use the current hospital building after moving hospital services. LCH is evaluating the consolidation of services and assets into the current building as there is an opportunity for saving money on leasing extra building space. This means that the Express Care walk-in clinic, Specialty Care services and business office may be moved into the old hospital building, but a decision has not yet been made. **A lot of thought is being put into developing a Transition Plan that will best serve our community.**



Street View Rendering of New Hospital

LAKE CHELAN HEALTH SPECIALTY CARE: ORTHOPEDICS

At Lake Chelan Health, we have a comprehensive approach to orthopedic care. Our providers aim to help you maintain or regain your active lifestyle. We even have a special focus on joint preservation and sports medicine.



NEW! William Y. Oh, MD

Lake Chelan Health is excited to welcome Dr. Oh!

Dr. Oh treats shoulder, knee, hand, feet, and hip and back conditions. Not only is he a Board-Certified Orthopedic Surgeon who is

fellowship trained in hand surgery, but he also is:

- A Diplomate of the American Board of Orthopedic Surgery
- A Fellow of the American Academy of Orthopedic Surgeons
- A Member of the American Association of Orthopedic Surgeons
- An Instructor and Director at the Advanced Trauma Life Support (ATLS) training program by the American College of Surgeons

Dr. Oh comes to Lake Chelan after practicing orthopedic surgery in Michigan and Kentucky. He has also worked as Chief of Orthopedic Surgery at Kaiser Permanente Medical Center in Riverside, California, and was the Orthopedic Trauma Director at the Level II Trauma Center at Lima Memorial Hospital in Ohio.

“With Dr. Oh at the helm, our experience with Lake Chelan Health was beyond exceptional. It is my wish that every patient could receive the same level of care my husband and I found at Lake Chelan Health.”
– Laura Corken, Patient Spouse



Trent Lyman, PA-C

With over 12 years of experience in healthcare, including time as a combat medic, we are lucky to have Trent on our team!

He earned his nursing degree from Utah Valley University and

then had physician assistant training through the Army's Interservice Physician Assistant Program, which also included an orthopedic rotation. Trent is fluent in Spanish.

Trent works with Dr. Oh to treat shoulders, knees, hands, feet, hips and back issues.

For more information about Orthopedics at Lake Chelan Health or to schedule an appointment, call 509-682-6134.

Guild B Donates \$5,000 to Lake Chelan Health for Purchase Of Hoyer Journey Sit To Stand Lift



Co-President Pam James, on behalf of the Lake Chelan Health Guild B, presented a check in the amount of \$5,000 to the hospital at the November 30 Board of Commissioners meeting.

The meeting was held virtually via Zoom and the check was presented virtually in the hospital Board room. **The \$5,000 donation will be used to fund a Hoyer Journey Sit to Stand Lift that is needed to assist patients early on in their care recovery for mobility issues.** It will greatly assist staff in the hospital to get patients mobilized for more varied daily activities aside from just lifting from bed to chair.



Co-Presidents of Guild B, Pam James and Melissa Robins, with Secretary Victoria Wheatley, and Past President Mary Ann Warren, and long-time Guild B member Catherine Kent. Treasurer Nancy Parker not pictured.

The rehabilitation department and medical unit staff will use this piece of equipment. Pam shared that Guild B wished they were able to raise more this year to donate, but with the COVID-19 challenges as they were, Guild B was glad to be able to present the \$5,000 check.

Lake Chelan Health is very grateful for the work that Guild B did to raise funds for this equipment. Guild B, for many years, has also raised money for the hospital through their annual Home Tour event, which they have postponed the last two years due to the COVID pandemic, but hope to bring it back in the future.



P.O. Box 908
503 East Highland Avenue
Chelan, WA 98816

CHELAN COUNTY PUBLIC HOSPITAL DISTRICT NO. 2

PERMIT NO. 21
STANDARD
NON-PROFIT ORG
PAID
CHELAN, WA
ECRWSS

POSTAL CUSTOMER

PUBLISHED BY LAKE CHELAN HEALTH

LakeChelanHealth.org

Follow us!



COVID-19 Updates

Use of Masks:

As you may be aware, on March 12, 2022, face masks were no longer required in many indoor settings, including K-12 schools, restaurants, gyms, grocery stores and retail locations. **Masks are still required in some settings, including (but not limited to) medical facilities, long-term care facilities and public transit per state mandates and orders.** Anyone entering Lake Chelan Health hospital, Business Office Building, Express Care walk-in clinic and Specialty Care clinic are required to use a mask while indoors, per state mandate.



COVID-19 Testing:

For a work or travel COVID-19 PCR test or Rapid Antigen test, call Express Care walk-in clinic at 509-682-8511 (option 1) to make an appointment. Rapid Antigen testing appointments can be made at LakeChelanHealth.org. Free at-home COVID-19 tests kits are available at the Express Care walk-in clinic.

COVID-19 Vaccine:

Please visit **vaccinelocator.doh.wa.gov** for a location near you, contact your healthcare provider or visit lakechelanhealth.org for any upcoming vaccine clinic opportunities.



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***

Community Paramedicine Program (CPP)

The CPP helps people stay healthy and remain in their homes, and helps people receive resources they need for whole person health. We assist patients with health and safety prevention services like in-home safety checks, health assessments, fall risk assessments, education, and installation of Life Alert Systems. We collaborate with your primary care provider, and we will assist clients in obtaining a referral for health needs. Most clients will qualify and there are no out of pocket costs.

If you or a loved one is struggling with their health or safety at home. Please contact us to help with navigation, education, and assistance.

To inquire about the program, call 509-682-6120 or email ems@lcch.net.

