



LAKE CHELAN  
**HEALTH**

# COMMUNITY FORUM

September 21, 2023

# AGENDA

- Welcome & Introduction
- Recognitions
- New Staff Introductions
- Master Facilities Plan
- Finance
- Quality/Service

Jordana LaPorte, Board Chair

Aaron Edwards, CEO

Aaron Edwards, CEO

Aaron Edwards, CEO

Shawn Ottley, COO/CNO

Jordana LaPorte, Board Chair

Lori Withrow, Board Vice Chair

Doug Gibson, Board Member

Mary Murphy, Board Secretary

Questions and Discussions





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# Recognitions

Aaron Edwards, CEO

# COMMISSIONERS

We extend our sincere gratitude to our esteemed former hospital board members, Jeremy Jaech, who dedicated two years of dedicated service, and Mary Signorelli, whose remarkable tenure spanned an impressive 11 and a half years. Your commitment to our hospital's mission and vision has been nothing short of inspiring. Your insightful guidance, tireless effort, and visionary leadership have played a pivotal role in our hospital's growth and success. Your contributions have not only shaped our organization but have also had a profound impact on the countless lives we touch every day. Please know that your legacy will continue to thrive within our hospital. On behalf of the entire hospital staff, patients, and the community we serve, thank you for your incredible service.



# COMMUNITY

We are delighted to express our profound gratitude to the Guild Y, Guild B, and the Lake Chelan Health and Wellness Foundation for their enduring commitment and outstanding service to both the Chelan Community and Lake Chelan Health throughout the years. Their unwavering dedication has left a lasting mark on our community's well-being, exemplifying their unwavering commitment to advancing healthcare and enhancing the overall quality of life in Chelan. We appreciate their invaluable contributions and steadfast support, and we are truly thankful for their continued partnership and impact on our community. Your selflessness is a beacon of hope and positivity.



*Guild B*



LAKE CHELAN

**Health & Wellness**

FOUNDATION

*Guild Y*





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# New Staff Introductions

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Aaron Edwards, CEO

# PROVIDERS

## **Brandon Douglass, MD - General Surgery**

Dr. Brandon G. Douglass is a general surgeon that comes to Lake Chelan Health Hospital from Mayo Clinic in Rochester Minnesota. He received his undergraduate degree at the University of Wyoming where he also competed in track-and-field. He subsequently completed his medical degree from the University of Washington School of Medicine in 2018. During his residency in the Mayo Clinic Rural and Community Track, he spent substantial time working in the Mayo Clinic Health System at various community hospitals in Minnesota and Wisconsin. He looks forward to being part of the Lake Chelan Valley community and providing the highest quality surgical care for the valley. Dr. Douglass has a broad skillset with expertise in intra-abdominal disease, hernia, breast oncology, and special interest in minimally invasive surgery. He enjoys reading and listening to music as well as recreational activities that include fishing, snowboarding, hunting and mountain biking.



## **J. Genevieve Park, MD PhD Plastic Surgeon**

J. Genevieve Park, MD, PhD, is a plastic and reconstructive surgeon, who is fellowship-trained in microsurgical breast reconstruction. She provides comprehensive aesthetic and reconstructive surgical services in Central Washington and is affiliated with Lake Chelan Health Hospital.

Dr. Park has devoted over 20 years to the pursuit of knowledge and skill in science and medicine. Through this journey, she has learned from amazing mentors, inspirational peers, and her patients. She graduated from the Massachusetts Institute of Technology, where she earned a Bachelor of Science degree in Biology. Then, she performed 3 years of research in cell biology and bioengineering at UCSF and UC Berkeley. In 2008, she joined the prestigious Medical Scientist Training Program at the University of Colorado, and she earned a Ph.D. in Biochemistry in addition to her medical degree. She moved to Winston-Salem, NC, where she completed a 6-year Plastic Surgery residency at Wake Forest Baptist Medical Center. Most recently, she did a fellowship in breast microsurgery at Mercy Medical Center in Baltimore, mentored by Dr. Bernard Chang.



# PROVIDERS



**Nicole R. Decker, DO - Orthopedic Surgeon**

Dr. Decker is an Orthopedic Surgeon who joined Lake Chelan Health in August of 2023. She was raised in Wisconsin and attended college at the University of Wisconsin – Madison. She then attended medical school at West Virginia School of Osteopathic Medicine where she met her husband. She completed her residency in Orthopedic Surgery in Cleveland, Ohio with University Hospitals Regional Medical Center in affiliation with Case Western Reserve where she trained with an emphasis on trauma, joint replacements, hand and upper extremity, and sports injuries. In her free time Dr. Decker enjoys water skiing, mountain biking, trail running, snow skiing, and spending time with her husband and their dog, Sage.



**Michelle Nguyen, PA-C**

Michelle was born and raised in South Florida, where her parents still reside. She attended the University of Central Florida for her undergraduate degree in Biomedical Sciences. She completed her physician assistant studies at Nova Southeastern University, where she obtained her Master of Medical Science. She is passionate about women’s health and hopes to serve as a patient advocate for her community. Michelle is married to her high school sweetheart and is a foodie who loves to cook, read and take in the sights wherever she goes. Some of the best sights have been right here in Chelan!





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# Master Facility Plan

Aaron Edwards, CEO  
Shawn Ottley, CNO/COO

# The Next Few Years....

## Now:

- Highland Campus is under contract
- Feasibility goes until the end of October
- Close expected 12/31/23
  - Possible need for temporary housing for EMS??
- Feasibility underway now for new specialty clinic in the Chelan Business Center.
  - Parking/costs/walkability to hospital/Etc.
- Site studies for EMS/Admin/Maintenance building build behind the hospital

## Next Year:

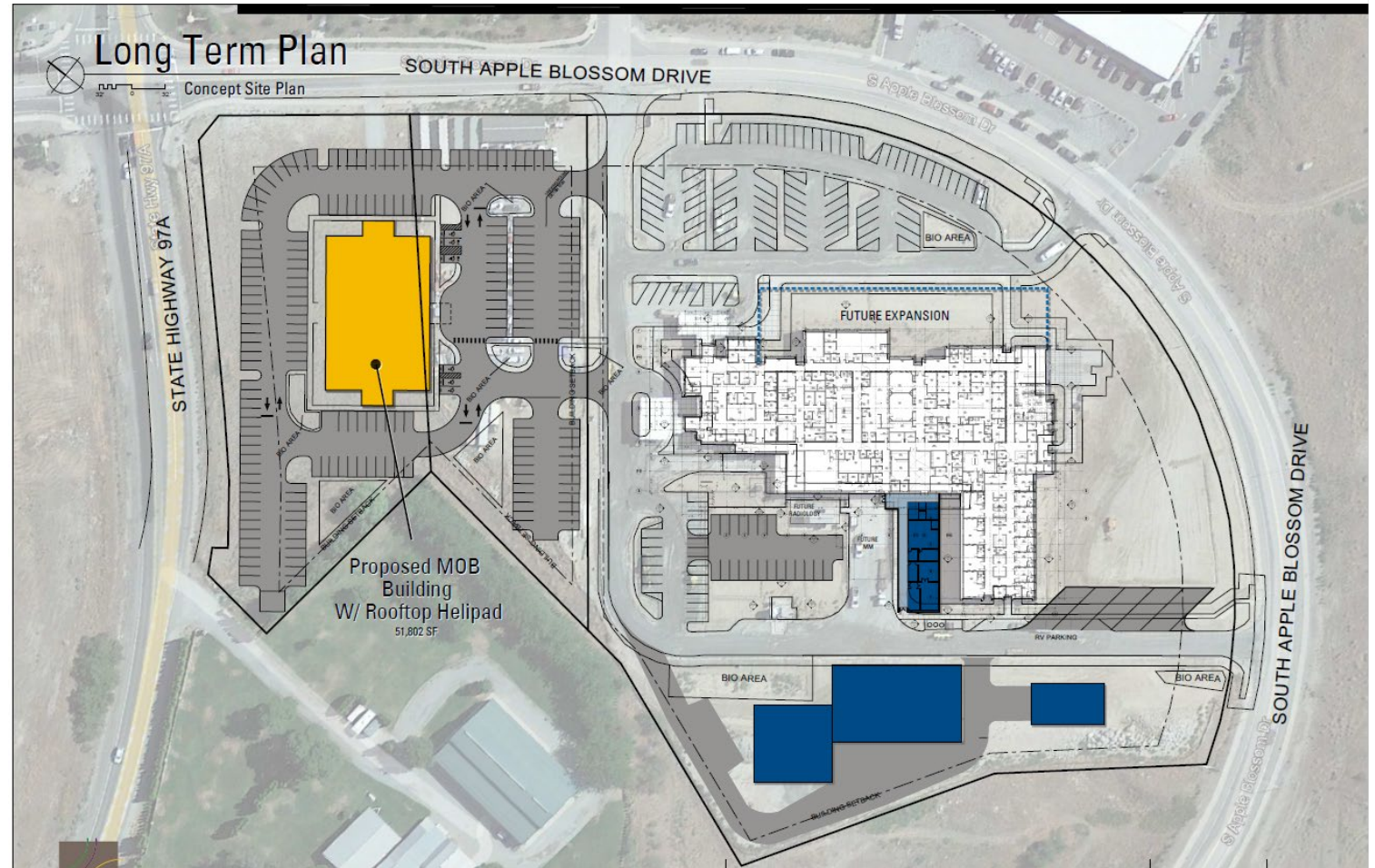
- Specialty clinic built out and open in the Chelan Business Center
- Work begins on the EMS/Admin project behind the hospital

## Two Years:

- EMS/Admin building complete

## Beyond:

- Medical Office Build?
- Radiology/ED/OR expand?



**Long term goal is to get all services consolidated to the new campus!**





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# Finance

Jordana LaPorte, Board Chair

Lori Withrow, Board Vice Chair

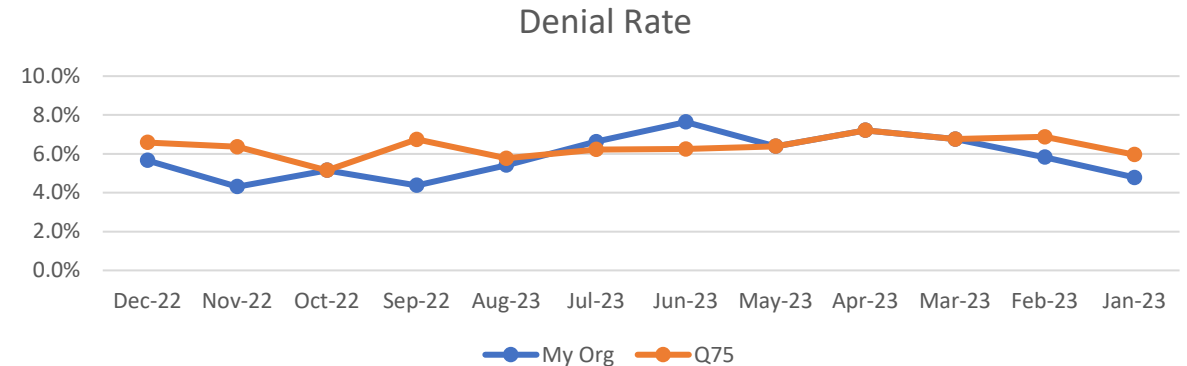
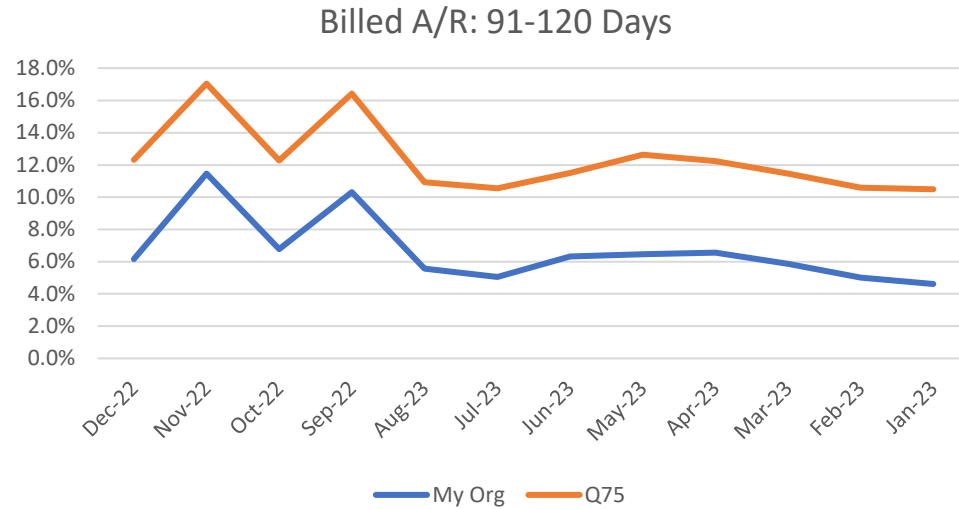
# Finance

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023 (Estimate)</b>
<b>Net Income</b>	<b>\$ (224,912)</b>	<b>\$ 1,790,408</b>	<b>\$1,677,147</b>	<b>\$4,132,054</b>	<b>\$ (299,815)</b>
<b>Tax Revenue</b>					
<b>-debt service</b>	\$1,078,172	\$ 1,145,972	\$1,178,838	\$1,212,109	\$ 1,241,519
<b>-operations</b>	\$1,770,120	\$ 1,820,728	\$2,437,318	\$2,526,935	\$ 2,727,686
<b>Depreciation</b>	\$ 780,924	\$ 660,344	\$ 724,700	\$1,405,179	\$ 2,726,815
<b>Additional Covid Support</b>					
<b>PPP Loans</b>	NA	\$ 3,381,000	\$2,000,000	0	0
<b>Cares Act and Other</b>	NA	\$ 4,617,431	\$1,614,370	0	0



# Finance Revenue Cycle

- We benchmark our Hospital Billing statistics to other like organizations. Below stats compare LCH against the 75<sup>th</sup> percentile of benchmarked facilities.
  - Denial Rate- % of billed insurance claims that are denied by insurance.
  - Billed A/R 91/120 days- % of gross revenue that is 91-120 days from patient discharge.





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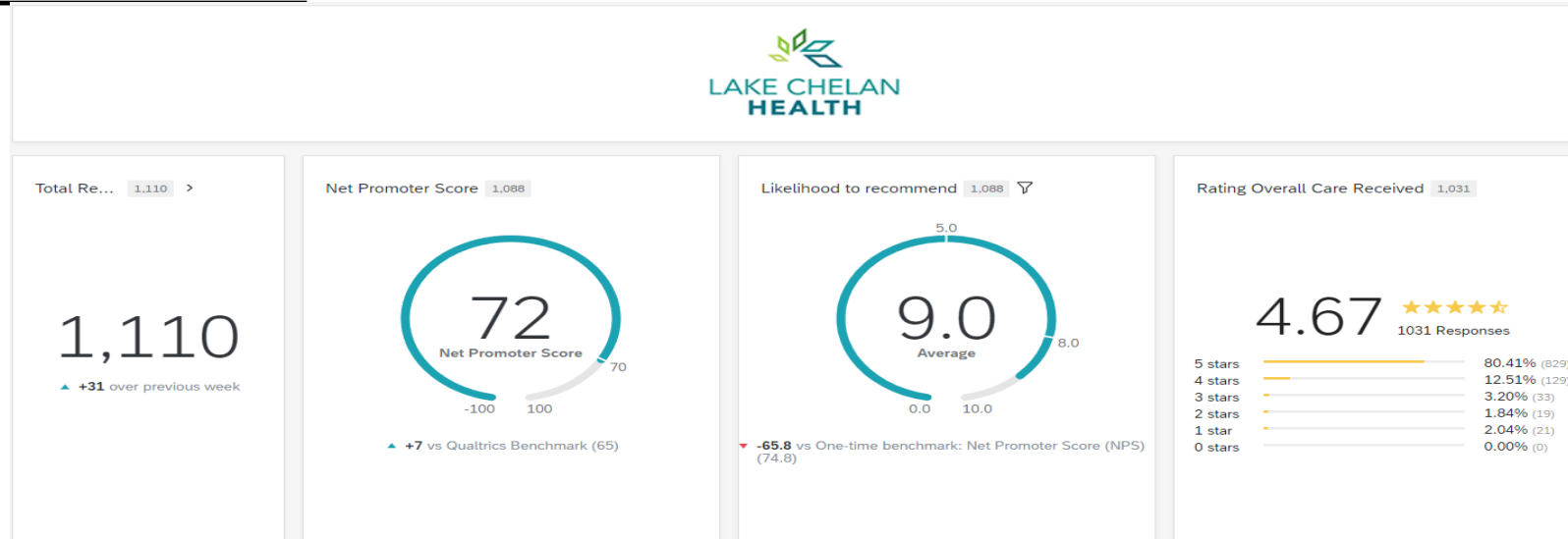
# Quality & Service

Doug Gibson, Board Member

Mary Murphy, Board Secretary

Quality at Lake Chelan Health means we are committed to excellence (an LCH Value) for every patient, every time. We achieve this through continuous quality improvement and continuous process improvement, utilizing tools to provide insight and meaningful data to guide our quest in providing the highest quality of care to all patients.

## Patient Satisfaction



Clinical Quality of Care – **93%** of externally reported measures meet or exceed performance expectation and state/national standards



DNV Accreditation/ISO 9001 → Continuous improvement!



# HOSPITAL SERVICES

- 24/7 Emergency Room Services
- Surgery (general, pain management, orthopedics)
- In-Patient Care - Observation, Swing Bed, Acute Care
- Occupational and Physical Therapies
- Pelvic Floor Health Care
- Wound Care and Lymphedema Care
- Radiology - X-Ray, Mammography, Ultrasound, MRI
- Lab Services



# CLINIC AND COMMUNITY SERVICES

- Specialty Care - Orthopedics and General Surgery
- Express Care - 7 Days a Week
- Primary Care
- Community Health Care Worker services
- Emergency Medical Services:
  - Ambulance, Life Safety and Prevention Programs, CPR-/First Aid and AED classes
  - Paramedicine and Paratransit Programs





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QUESTIONS  
& DISCUSSION