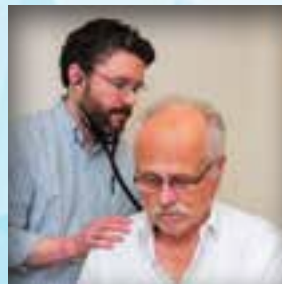


*To Your*

# HEALTH

SUMMER 2016

*A health and wellness resource provided by Jefferson Healthcare*



## *Patients First:*

New Providers and Less  
Waiting in Port Townsend



*See Also*

Jefferson  
Healthcare



## Dear Neighbors,

Welcome to Summer and our next issue of *To Your Health*. Much like the seasons changing, Jefferson Healthcare is also undergoing transformation. The Emergency and Specialty Services building project is in its final stages of construction, with the expectation of a grand opening in fall of this year. We are looking forward to opening the

expansion to our medical services at Jefferson Healthcare. You will see increases in our cardiology, oncology, women's health, wound care, orthopedics, emergency, and lab services.

During the construction project, we have also undertaken other technology upgrades. The Diagnostic Imaging Department added a state of the art MRI. The new equipment arrived and was installed in December and will provide our physicians with more advanced imaging to diagnose health issues sooner and with more reliability.

This new MRI equipment is faster, quieter and has a larger opening, which will help reduce anxiety and stress to patients who may feel uncomfortable in confined spaces.

Jefferson Healthcare is also expanding in Port Ludlow. The new clinic project began this spring and will be completed by the end of 2016. The Port Ludlow Clinic will be located at the corner of Paradise Road and Breaker Lane. The clinic space is larger and will have more health services five days a week. Shannan Kirchner, MD, Wes Schott, ARNP, and the clinic team are excited about moving to their new location.

Our clinics have also undergone transformation in how they are managing patient care. We have improved wait times, appointment scheduling, and time available to speak with your healthcare provider. It is a definite improvement and a patient satisfier.

Lastly, we are beginning to make headway with the mental health issues in our community. Through a creative partnership between Jefferson Healthcare and Jefferson Mental Health, we have improved access by hiring and sharing Sue Erhlich, MD, so her medical expertise is available at both facilities. This is a tremendous improvement for our area.

These are exciting times for Jefferson County and Jefferson Healthcare. I want to thank you for your ongoing support of Jefferson Healthcare. Please feel free to drop me a note any time at [mglenn@jeffersonhealthcare.com](mailto:mglenn@jeffersonhealthcare.com).

Sincerely,

Mike Glenn  
Chief Executive Officer  
Jefferson Healthcare



# Our Future Takes Form

THE FINAL PHASE OF CONSTRUCTION OF JEFFERSON HEALTHCARE'S NEW EMERGENCY AND SPECIALTY SERVICES BUILDING (ESSB) IS UNDERWAY, WITH COMPLETION SCHEDULED FOR FALL 2016.

Phase 3 of the ESSB project began in early October 2015 following the careful deconstruction of the 1929 Building. It has been replaced by the steel framework of the ESSB, as well as two parking lots that will allow patients easy access to services in the new building. Workers will continue exterior construction on the building through the summer, with the goal of completing interior work in September and October of 2016. When the ESSB is finished, it will house new and upgraded services to meet Jefferson County's needs.

"We're enhancing our cardiology program, which is something our community members let us know they need," says Mike Glenn, CEO at Jefferson Healthcare. "Many of the staff are excited about the expanding services and space for the oncology and wound care patients. Other new and growing medical services such as the women's clinic, health imaging, and orthopedics will have a significant effect on the lives of our community members. We're undergoing a remarkable transformation, and we appreciate everyone's understanding and support."

For more information about the ESSB project, visit [www.jeffersonhealthcare.org/ESSB](http://www.jeffersonhealthcare.org/ESSB).



## NEW MRI!

Jefferson Healthcare recently installed a new magnetic resonance imaging (MRI) unit. This is *the* most up-to-date technology on the Olympic Peninsula—quieter, faster, and with a wider opening that helps reduce feelings of claustrophobia during exams.



# Renewing Our Commitment to Port Ludlow

WORK HAS BEGUN ON THE NEW PORT LUDLOW CLINIC, WHICH WILL BE MORE THAN TWICE THE SIZE OF THE CURRENT FACILITY AND IMPROVE ACCESS TO PRIMARY AND SPECIALTY CARE FOR LOCAL RESIDENTS.

The present Port Ludlow Clinic has experienced steady increases in use since it opened in 2013. That year, the clinic hosted 2,455 patient visits, followed by 3,661 in 2014. In 2015, the clinic had 3,996 visits.

“More people see the Port Ludlow Clinic as a convenient local option for health care,” says Lisa Holt, MSN, MS, RN, Chief Ancillary Officer at Jefferson Healthcare. “By building a new clinic, we’ll be able to expand our services and provide additional access for the Port Ludlow community so residents can receive even more of their care close to home.”

## BEGINNING A NEW ERA OF LOCAL CARE

Workers broke ground on the new Port Ludlow Clinic on the north corner of Paradise Bay Road in May. The one-story, 4,000-square-foot building is expected to open in late 2016. The clinic will feature six exam rooms where staff will focus on providing primary care. Cardiac and orthopedic specialists will be available, as will laboratory and X-ray services. The clinic may add additional specialty providers in the future, based on community needs.

“Listening to the community and understanding residents’ needs were important parts of planning the new clinic,” says Holt. “We are committed to being the healthcare provider for Port Ludlow.”

Services are continuing at the current Port Ludlow Clinic—located at 9481 Oak Bay Road, Suite A—while the new clinic is under construction. To schedule an appointment, call (360) 437-5067.



## DEMYSTIFYING DIABETES

If you have diabetes, whether you’re newly diagnosed or have lived with the condition for years, you know there’s a lot to remember when it comes to managing the disease. No single management strategy works for everyone. At the Port Ludlow Clinic, board-certified Family Nurse Practitioner Wes Schott, ARNP, specializes in helping individuals with diabetes reach their full potential.

“Schott gives patients the information and individualized recommendations they need to live well with diabetes,” says Lisa Holt, MSN, MS, RN, Chief Ancillary Officer at Jefferson Healthcare. “He’s earned the community’s trust and confidence by doing an amazing job since he began serving Jefferson County in 2011. Schott has given talks in the community about how everyone can be better stewards of their health, especially those who have diabetes. The new Port Ludlow Clinic will have a dedicated community resource room where we plan to hold public education presentations such as these in the future.”





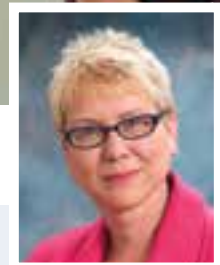
## Putting Patients First

# in Port Townsend

NEW PROCESSES AT JEFFERSON HEALTHCARE'S PORT TOWNSEND CLINICS MEAN PATIENTS ARE SPENDING MORE TIME WITH THEIR PROVIDERS AND LESS TIME WAITING.

Everyone on our clinical staff is devoted to helping provide excellent care of our patients. They identified key areas where improvements needed to be made. They recognized that some patients had a hard time making appointments in a timely manner, and some were spending too much time waiting to see providers rather than interacting with them.

"We needed to create a better patient experience and have our care teams feel they were working smarter, not harder," says Joe Mattern, MD, Chief Medical Officer at Jefferson Healthcare. "This was an opportunity to redesign our entire workflow process."



**"You spend ... less time in the waiting room and less time in line."**

—Lisa Holt, MSN, MS, RN, Chief Ancillary Officer at Jefferson Healthcare

## NEW PROVIDERS

In addition to improving workflow, we've added new providers to our clinics to help reduce individual work load, give all providers more time with patients, and expand the services we're able to offer.



Judy Gayne, MD

**Judy Gayne, MD**, Primary Care Internist, and **Angela Pieratt, FNP, ARNP**, have both joined Jefferson Healthcare Family Medicine to provide primary care for individuals and families.



Angela Pieratt, FNP, ARNP

**Susan Ehrlich, MD**, Medical Director and Chief of Psychiatry at Jefferson Mental Health Services, will be working part-time at our Port Townsend Clinics to help establish behavioral and mental health services within our primary care settings. **Kolby Mertz, MSW**, will provide behavioral health social work and support for our patients.

### PARTNERING FOR PATIENT BENEFIT

Jefferson Healthcare worked with consultants from the Coleman Group, which has a successful history of helping healthcare providers improve their services. They served as a neutral observer of our processes, and brought data and best practice knowledge from more than 1,000 clinics to help guide the direction of the project. Along with that data, our clinical staff knew better than anyone what was working and what wasn't, and they played an important role in guiding the improvements.

"We had representatives from all levels of our care team on the work groups for project implementation," says Dr. Mattern. "We based our process improvements on input from physicians, physician assistants, nurse practitioners, medical assistants, and members of the front office team."

### TURNING IDEAS INTO ACTION

Examples of changes include an increased emphasis on preparing for patients' needs before their arrival, based on experience from their previous visits. Providers are more likely to know ahead of time if a patient needs a flu shot or lab work. Focusing on this information ahead of time gives providers more time to actually speak with patients, instead of focusing on patients' background during their visit. This way, providers have a better idea of what they want to discuss with the patient, and the patient has more time to discuss any new health matters or concerns.

Check-in and wait times are reduced thanks to changing the front desk staff's duties. Instead of answering phones, our desk staff can concentrate fully on patients coming into the clinic.

"In some extreme cases, from the moment a patient walked in the clinic until they left—what we call cycle time—was

## PRIMARY CARE PROVIDERS: YOUR PARTNERS IN CARE

Are you taking advantage of everything your primary care provider can do for you? Your provider should be your long-term advocate, ally, and educator for whole-body health.

- Primary care providers don't just treat illnesses: they help their patients prevent, understand, and manage illness.
- Your family doctor, physician assistant or nurse practitioner is your first point of contact for most illnesses and can help you find the right specialists when appropriate.
- Providers and staff members can assist in navigating changes to your insurance, such as preventive services and no-cost screenings authorized by the Affordable Care Act.

taking as much as 90 minutes to see a physician for 20 minutes and receive prescriptions or referrals," says Lisa Holt, MSN, MS, RN, Chief Ancillary Officer at Jefferson Healthcare. "Our cycle times are now down to an average of 46 minutes. That doesn't mean you spend less time with providers, but less time in the waiting room and less time in line."

These improvements have been applied to our largest Port Townsend clinic locations, those located at 915 and 1010 Sheridan Street, and will soon be rolled out to the rest of the Port Townsend clinics, bringing better care in less time to as many patients as possible. Because the improvement process is still fluid and ongoing, we continue to learn and refine our efforts.

### POSITIVE RESULTS

"Our patients report increased satisfaction, especially in terms of feeling that their provider and healthcare team are listening to them," Holt says. "Another area of improvement they've mentioned is

receiving referrals in the examination room, instead of having to stand in line in the waiting room."

Patients appreciate that we're saving their time, but it's what patients and providers can do with that time, building a long-term relationship, that matters most.

"We want our patients to know that we really care and are working hard for them," Dr. Mattern says. "They can feel it on the phone and in the clinic. They've got a care team that's looking out for them and that they can trust."

Get to know your Jefferson Healthcare providers. To find a primary care physician, visit [www.jeffersonhealthcare.org](http://www.jeffersonhealthcare.org) and click "Find a Doc."

## PORT TOWNSEND CLINIC LOCATIONS

**Jefferson Healthcare Medical & Pediatric Group**  
Phone: (360) 385-4848  
915 Sheridan Street, Suite B-103, Port Townsend  
Hours: Monday through Friday, 7:30 a.m.–6 p.m.

**Jefferson Healthcare Family Medicine**  
Phone: (360) 385-3500  
1010 Sheridan Street, Suite 101, Port Townsend  
Hours: Monday through Friday, 7:30 a.m.–5 p.m.

**Madrona Family Medicine**  
Phone: (360) 385-5388  
1010 Sheridan Street, Suite 202, Port Townsend  
Hours: Monday through Friday, 8 a.m.–5 p.m.

**Jefferson Healthcare Primary Care**  
Phone: (360) 379-8031  
915 Sheridan Street, Suite B-103, Port Townsend  
Hours: Monday through Friday, 8 a.m.–5 p.m.

**Jefferson Healthcare Walk In Clinic**  
Phone: (360) 379-0477  
934 Sheridan Street, Port Townsend  
Hours: Monday through Sunday, 10 a.m.–7 p.m.

# The Power of Collaboration

AS PART OF ONE OF OUR COMMUNITY HEALTH PRIORITIES, JEFFERSON HEALTHCARE HAS PARTNERED WITH JEFFERSON MENTAL HEALTH SERVICES TO ADDRESS MENTAL HEALTH ISSUES IN THE COMMUNITY.

Jefferson Healthcare and Jefferson Mental Health Services (JMHS) recognize the importance of addressing mental health problems in the area and have created a partnership to improve access to mental health care.

“We’ve established a work group consisting of providers, hospital and public health representatives, and community members to help identify and advance ideas to improve access to behavioral health services,” says Mike Glenn, CEO of Jefferson Healthcare. “Our biggest accomplishment so far has been working together to bring back Susan Ehrlich, MD, to Port Townsend. She’s an outstanding psychiatrist who spends half of her time as Medical Director and Chief of Psychiatry for JMHS and the other half working in our clinics, consulting with providers and patients. Neither organization could have done this alone. It’s a great example of the power of collaboration.”

Jefferson Healthcare and JMHS are making great strides to address mental health care and expand access to care.

“Another great example of our collaboration with JHMS is our joint effort to develop a crisis and stabilization clinical program and a caregiver resource booklet to aid, improve, and standardize the care of patients in mental health crisis,” says Glenn. “We are also partnering with them to recruit additional psychiatric providers for inpatient care and consultation services for patients.”

## IT TAKES A TEAM

“There’s a great need for coordinated care and care management throughout the community,” says Adam Marquis, MBA, ACHE, CLSSGB, Executive Director of Jefferson Mental Health Services. “It’s tough to address the psychiatric needs of the community with very limited resources in a rural environment, so creativity and flexibility are both necessary. One of the initiatives we’ve undertaken is putting together an interagency task force with our local law enforcement and rescue agencies. Together, we’re focusing on how we can address this issue that affects all of us every day and what clinical pathways and treatment protocols we need to develop.”



Susan Ehrlich, MD



Adam Marquis

## COMPREHENSIVE COMMUNITY HEALTH CONCERNS

In June 2014, Jefferson Healthcare and Jefferson Public Health constructed a list of four community health priorities based on the results of a community health assessment:

- Priority 1:** Access to mental health and substance abuse care
- Priority 2:** Healthy eating, active living, and chronic disease prevention
- Priority 3:** Access to care
- Priority 4:** Immunizations

For more information on mental health services in Jefferson County, visit [www.jeffersonmhs.org](http://www.jeffersonmhs.org).





# My Story

BY NAN TOBY TYRRELL

My times at Jefferson Healthcare have been full of joys and fears—and miracles in some ways.

A while ago, when I arrived at the emergency room with chest pains or a feeling of being poisoned, I had no idea that really there was a tear in my aorta. After I spent one night at Jefferson Healthcare, one of the physicians suggested that I go see a specialist. I met cardiologist Dr. David Tinker [MD] who is now at Jefferson Healthcare a couple days each week and is a hero in my book.

He called my son in Boston and told him to get on a red-eye and meet me at University of Washington, where I underwent open heart surgery. When I awoke, my son was smiling down at me. Four days later, I left the hospital with a new lease on life and a plan to become a less stressed-out woman. That has taken many years to achieve over the course of many dogs and cats, and lots of piano playing to help me relax. But I credit my health today to Jefferson Healthcare for all the kind and professional doctors who have taken the time and research to find the right answers for my recovery.

Nineteen years later, I am still here and most grateful for my life, one beat at a time.

Did you have a great experience at Jefferson Healthcare? We want to hear about it. Please send your story to [kburke@jeffersonhealthcare.org](mailto:kburke@jeffersonhealthcare.org) or call (360) 385-2200, ext. 2014.



# Delicata

## *The Sweetness of a Winter Squash with the Skin of a Summer*

The delicata is an in-between squash—not a summer squash like a yellow crookneck or zucchini, but not a heavy sweet meat squash like butternut or stella blue. It could in fact be considered the most versatile of all the cooking squash, largely due to the fact that the skin can be eaten.

### INGREDIENTS (MAKES 4 SERVINGS)

- 1 delicata, washed
- 1 ½ tablespoons coconut butter or oil
- kosher salt and ground black pepper to taste
- 1 teaspoon ground anise seed

### INSTRUCTIONS

- Preheat oven to 350 degrees.
- Cross-cut the delicata in ¼ inch sections, keeping the seeds intact in each slice.
- Place the coconut butter or oil on your baking sheet and place in oven until butter is melted, then remove from oven.
- Place the slices of delicata onto the baking sheet in uniform rows, and flip each slice so it is covered with coconut butter or oil.
- Lightly season with kosher salt, black pepper and the anise. Flip and lightly season the other side.
- Place into the oven and cook until a rich brown with crunchy seeds—this should take approximately 10 to 15 minutes. Allow to cool, and serve.



WITH ARRAN STARK



# Stay close for your close up.

## **The best MRI, right here at home.**

When you have serious health concerns, you shouldn't have to travel to get answers. That's why Jefferson Healthcare is investing in the latest technology and more advanced facilities – so you can spend more time taking new trails, not the ferry.

Our new MAGNETOM Aera MRI provides a faster, more comfortable MRI exam and its Open Bore design minimizes that “closed-in” feeling. Detailed images give your doctor the highest quality MRI exams available today. And diagnostic confidence means peace of mind for you.

Find out more at:

[JEFFERSONHEALTHCARE.ORG/MRI](https://www.jeffersonhealthcare.org/mri).

To schedule an MRI:

**360-385-2200, ext. 2100.**

Jefferson  
Healthcare

[WWW.JEFFERSONHEALTHCARE.ORG](https://www.jeffersonhealthcare.org)

