

**ORCAS ISLAND
HEALTH CARE
DISTRICT
(OIHCD)**

TOWN HALL – 9.20.18

WELCOME AND TOWN HALL GOALS

This forum is designed to:

- Hear YOUR questions and thoughts to help inform the Board’s activities;
- Gain insights into the areas of health care on Orcas that are most important to the COMMUNITY;
- Briefly share the work of the Board, Committees and Work Groups; and
- Outline the key areas of focus for the Board over the short and long term

OIHCD FOCUS IS TO....

Enable all members of the Orcas Island community (including seasonal residents and visitors/tourists) to have **access to high quality primary, acute and after-hours care**. To achieve this goal in a **financially sustainable** and cost effective manner now and into the future.

WHAT WE HAVE ACCOMPLISHED

- Organizational Documents Created
- Major Policies and Procedures Adopted
- Legal Counsel Retained
- Insurance in Place
- Board Committees Created
- Superintendent Hired
- Acquired an Office

OIHCD COMMITTEES/WORK GROUPS

- Communications
- Finance
- Legal
- Staffing
- Technology
- After Hours Care
- Metrics
- Contract Negotiations
- Building Acquisition

THE SPECTRUM OF CARE

Primary: First Contact, Routine & Ongoing Care:

- Prevention
- Chronic Condition Management
- Wellness

Acute: More Immediate, Short-Term Care:

- Warrants immediate attention (e.g. laceration)
- Has a sense of urgency

THE SPECTRUM OF CARE (CONT.)

Emergency: Severe and Sudden episode requiring immediate attention:

- Life-threatening (e.g. heart attack or stroke)
- Serious impairment to bodily functions
- Often requires transport to an Emergency Department

AFTER-HOURS CARE: OFHC

- ❑ All callers have access to after-hours services
- ❑ EMS refers patients needing care to OFHC
- ❑ 3 island providers (1 MD, 2 PAs) share after-hours duties
- ❑ Providers reachable 24/7 by phone
- ❑ Dispositions include:
 - **Home Care with recommended follow up**
 - **After Hours Office Visit:** A provider may see the caller at the clinic, if they deem it medically necessary.
 - **Call 911**

AFTER-HOURS CARE: UW CLINIC

- Anyone can call UW Nurse Triage after hours
- Nationally established protocols are used to assist caller
- Nurse Triage dispositions include:
 - **Home Care Recommendation with follow up at Clinic**
 - **Speak with Virtual Care Provider:** Talk with an MD via phone or Skype for a \$35 fee
 - **Speak with Local Provider:** The 6 island providers (4 MDs, 2 RNs shared w/Lopez) available 24/7 by phone to UW registered patients
 - In person after-hours care **is not** required, providers determine if medically necessary
 - **Contact Caller's Primary Care Provider (PCP):** Callers not registered with UW who need to speak to a provider will be advised to contact their PCP
 - **Call 911**
- Follow up communication is sent to UW Orcas Clinic

AFTER-HOURS FOCUS

- ❑ Ensure both Clinics provide all medically appropriate after-hours acute care services to anyone who calls;
- ❑ Providers are motivated to come into the Clinic to treat patients after-hours, when determined medically appropriate; and
- ❑ Providers work closely with EMS to best serve the community both during and after-hours.

OIHCD 2018 BUDGET

- ❑ Must Support PHD and Clinics until 2019 Tax Collections
- ❑ \$357,000 Interim Budget Adopted in June 2018
- ❑ \$200,000 County Loan July 2018: Payoff in April 2019
- ❑ \$200,000 County Loan October 2018: Payoff November 2019
- ❑ Long Term Capital Loan, \$800,000 Max, 10 Year Life
- ❑ Operations Line of Credit, \$250,000, through 2023

OIHCD 2 YEAR CAPITAL BUDGET

- Purchase OMF Building \$340,000, October 2018
 - Covers 2nd Half of UW 2018 Shortfall, Closing Costs/Contingencies
- Building Roof Repair \$80,000
- Building Exterior Paint \$25,000
- HVAC Repairs \$150,000
- Startup Costs \$49,000
- Contingencies \$156,000 (X-Ray Machine, Other)

OIHCD 2019 BUDGET

- November 15, 2018 Adoption
- Tax Revenues April 30/October 31, 2019
- OIHCD Operations, UWNC & OFHC Shortfalls
- Debt Service
- Enhanced Acute and After-Hours Care
- Reserves

TAXING OPTIONS

SERVICES DELIVERED VERSUS LEVY RATE

(TAX AMOUNT BASED ON \$500,000 HOME VALUE)

Existing Services: Supports OIHCD, UWNC/OFHC Shortfalls

– Base Levy Rate \$.60/\$1,000 (**\$300 Taxes**)

Enhanced Acute and After-Hours Care: @ \$100K/Year

– Enhanced Levy Rate \$.65/\$1,000 (**\$325 Taxes**)

OIHCD Reserves: @ \$100K/Year

– Enhanced Levy + Reserves \$.70/\$1,000 (**\$350 Taxes**)

REPORTING ON KEY METRICS

- Patient Satisfaction
 - Access to care
 - Clinic experience
- Fiscal Responsibility
 - Patient volumes and staffing
 - Managing to budget on revenue and expenses
- Quality of Care
 - Preventive screenings
 - Chronic care management

COMMUNITY ENGAGEMENT

OIHCD is focused on maintaining a strong connection with the community via:

- Meetings
- Surveys
- Superintendent Office Hours
- Website: www.orcashealth.org
 - Calendar
 - Information
 - Contacts
 - Feedback

THANK YOU



- OIHCD BOARD MEETINGS ARE HELD ON **TUESDAYS FROM 4 – 6 PM** AT OIFR
- IF YOU HAVE A **SUGGESTION/ISSUE** PLEASE VISIT WWW.ORCASHEALTH.ORG
- OIHCD WILL HOLD A **PUBLIC HEARING** IN EARLY NOVEMBER AS PART OF THE BUDGET PROCESS