



Island Primary Care Orcas

2022 Q2 Update



Notes on Improved Access

May: 7 days (out of 21 business days) had 70% of all calls answered within 30 seconds

June: 21 days (out of 22 business days) had 75% of calls answered within 30 seconds

Same day appointments: 15 slots available daily for urgent needs or EMS follow-up

Women's Health Services: Susan Sandblom ARNP with 15+ years of OB/Gyn experience offering appointments in August

Clinic Volume Analysis



Number of patients seen January – June 2022

Visit Type:

- Provider visits 3,697
- Nurse visits 1,003
- Labs 1,308
 - Clinic Patients - 924
 - Courtesy Labs - 384
- X-Rays 711
 - Clinic Patients - 532
 - Courtesy X-Rays - 179
- After hours visits 3

Clinic Volume Analysis



After Hours Patient Visits January – June 2022

Right Care at the Right Time:

- **With Same Day availability every day in clinic, we have reduced the after hours visit needs.**
- **Patients speak directly with after hour physicians who provide direction for the right care at the right time.**
- **On Island providers meet patients at clinic for care requiring real time care.**

Reason for Visit	
Laceration	3
Sick	0
Injury	0
Other	0
Total Visits	3
Demographics	
Residents	3
Visitors	0
PCP	
Clinic PCP	2
IH PCP	0
Russell	1



Patient Portal Update

Added and Improved Features:

- Enrollment simplified, added Auto Invite
- Pre-Registration
 - Update demographic info, medications and allergies
- Messaging with Attachments
 - Can attach photos and PDF's to messages
- Link to Billing

COMING IN AUGUST!

**Patient can direct book appointments with their PCP's
through the Portal**



Provider Update and Recruitment

- **Dr Buxbaum begins in October**
- **Dr Redman declined offer**
- **Refreshed national search went live with the “Provider Solutions” site. The location is tied to Eastsound WA to geotarget candidates who are interested in the San Juan Islands**
- **Postings include many sites including 3RNet, HealtheCareers, Pri-Med, American College of Physicians, and others**
- **Posted on the Island Health Provider Career page**
- **IH is screening all candidates that have an interest in the area (currently in discussion with a 2024 FM resident interested in Orcas)**



Questions?