

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

**TOWN HALL – 9.8.18**

# 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 2<sup>nd</sup> 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](http://www.orcashealth.org)
  - Calendar
  - Information
  - Contacts
  - Feedback



# THANK YOU



- THE NEXT TOWN HALL WILL BE HELD ON **THURSDAY, SEPT 20<sup>TH</sup>** FROM **6 – 8 PM**
- PLEASE WATCH FOR THE **MADRONA VOICES SURVEY** ON AFTER-HOURS CARE
- OIHCD BOARD MEETINGS ARE HELD ON **TUESDAYS FROM 4 – 6 PM** AT OIFR
- IF YOU HAVE A **SUGGESTION/ISSUE** PLEASE DROP IN APPROPRIATE BOX