

# St. Michael Medical Center

## *Central Kitsap Community Council Update*

*Chad Melton, President*

*Rhonda Brown, Community Relations Director*

*Rosalie Apalisok, Chief Nursing Officer*

*David Weiss, M.D., Associate Chief Medical Officer*

November 1, 2023

# Our People

- Listening sessions held to help create an *employer of choice* culture.
- FY2023 turnover 17.2% versus 22.1% the year prior. (National average for hospitals is 25.9%)
- Nursing turnover in FY 2023 was 10.5% versus 20.5% the year prior. (National average for hospitals is 22.5%)
- Salary/ benefits changes.
- Referral Bonus



# Our People - current initiatives

- Residency Cohort changes - increasing from 2 cohorts to 4 cohorts annually.
- Employee Engagement:
  - Employee Engagement Committee
  - Quarterly employee events
  - Annual awards dinner
  - Military Spouse Committee
  - Traveling Trunk of Kindness
  - Community designed mural with employee participation
- Olympic College partnership.



# Our Patients

- **ED Turnaround and improvements.**
  - Community collaboration
- Maintained **Leapfrog A grade** for 11 consecutive cycles.
- **Cardiac excellence:**
  - Maintained CMS 3-star rating with improvement in 4 of the 5 categories.
  - *CommonSpirit Health Center of Excellence designation.*
- **ICU Beacon Award**
  - *Setting standards for excellence in patient care environments and team culture.*
- Exceeded **Patient Experience** goals



# Our Community

## St. Michael Medical Center by the numbers

### COMMUNITY BENEFIT



**\$2.5 Million**

Charity Care



**\$32.9 Million**

Uncompensated Care

(Unreimbursed cost of providing Medicaid services)



**\$54.7 Million**

Community Benefit

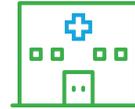
(Charity care + uncompensated care + community programs)

### THROUGH THE DOORS



**73,795**

Inpatient Days



**420,938**

Outpatient Visits



**70,124**

Emergency Care

# Our Community

- **Completion of 2023 CHNA and Implementation Plan:**
  - Qualitative and quantitative data included
  - Extensive community engagement
  - 5 priorities identified
  - Key themes surfaced will also be a focus
- **Community Engagement:**
  - Coalitions, councils, Board service
  - Increased collaboration
  - Volunteerism - SMMC/Family Practice Residency
- **Community Partnerships:**
  - Mission grants - small grants
  - Community Health Improvement Grants - large grants
  - Key partners - CBO's, KPHD, O/C, WSU Extension, School Districts

# Our Community

## *Continued Commitment to Bremerton*

- **Marvin Williams Recreation Center:** \$100k donation, 10-year partnership, will support health education programs that address hypertension, diabetes education and chronic disease management.
- **Peninsula Community Health Services:** \$50k donation in support of the Bremerton Medical Respite Center.
- **Olympic College Foundation:** Collaborating with county and other community partners to garner funding for the new Health Science Center in Poulsbo.



# Our Community

## *Equipment and furniture donations*

- St. Vincent de Paul
- Birkenfeld Stella Maris House
- Olympic College Nursing Program
- Kitsap County Juvenile Detention Center
- Dr. Niran Al-Agba, Silverdale Pediatrics
- Suquamish Police Department
- Bremerton Fire Department
- The Bridge Church in Belfair
- Kitsap History Museum



# Investing in Access

- **\$645 Million investment in Kitsap County**
- **State-of-the-art, nationally recognized medical center**
  - New Tower ground breaking - 74 beds
  - Level III Trauma Center
  - Family Birth Center + Level II Special Care Nursery
  - Cancer Center
  - Medical Pavilion
  - Family Medicine Clinic
- **Hybrid ED/urgent care center in Bremerton**
  - Will decompress hospital ED
  - Permitting in progress with DOH and City of Bremerton
  - 11,500 sf of fully licensed space; 11 rooms – ED, urgent care, behavioral health and trauma spaces



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