Kitsap Public Health Board Health Officer Update

Gib Morrow, MD, MPH Health Officer, Kitsap Public Health District April 2, 2024





Protecting, Connecting and Thriving We Are All Public Health



Proteger, Conectar y Prosperar Todos Somos Salud Pública



NATIONAL PUBLIC HEALTH

WEEK

KITSAP PUBLIC HEALTH DISTRICT







OUR VISION

Our vision is a safe and healthy Kitsap County for all.

OUR MISSION

The Kitsap Public Health District prevents disease and protects and promotes the health of all people in Kitsap County.

OUR GUIDING PRINCIPLES

Prevention

We protect our community by reducing the risks of disease, injury, and early death.

Collaboration

We engage with community, convene diverse partners, and work to ensure our efforts are community oriented and create meaningful impact.

Quality

We are dedicated to continuous quality improvement and our work is guided by evidence from scientific data, best and promising practices, and incorporates community input to produce the best possible outcomes.

Equity

We are committed to all people in Kitsap County having a fair and just opportunity to live safe and healthy lives.

Innovation

We proactively and flexibly deploy creative and novel strategies to address current, evolving, and future public health needs.



2024-2028 KITSAP COMMUNITY HEALTH PRIORITIES*



HEALTHCARE

- · Address gaps in healthcare access
- Implement strategies to recruit and retain
 healthcare workforce



MENTAL & BEHAVIORAL HEALTH

• Expand care options for mental health and substance use disorders



HOUSING & HOMELESSNESS

- Ensure affordable and safe housing
- Address and prevent homelessness

* Final wording will be decided at our Priority Work Group meetings this spring.

- Kitsap Public Health District. December 2023. Community Health Assessment
- Kitsap County Division of Aging and Long-Term Care. <u>Area Plan 2024-</u> 2027
- Kitsap Community Resources. April 2023. <u>Community Needs</u>
 Assessment
 - Kitsap Mental Health Services. March 2023. Community Needs

Assessment

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- St. Michael Medical Center. May 2023. Community Health Needs
 - Community Health Needs
 - Assessment and October 2023

Community Health Implementation Strategy

JHU's -- <u>Healthcare System</u> Challenges and Opportunities in <u>Kitsap County</u>



Community Public Health Goals

• Health Equity and Improved Population Health

Guiding Principles & Commitments

- Shared Data and Action Plans
- Shared Strengths and Assets
- Accountability and Transparency
- Trusted Partnerships & Strategic Collaboration
- Community Centered and Data Driven
- Flexible and Continuous

Community Health Improvement Planning









NEXT STEPS TO IMPROVE HEALTHCARE ACCESS IN KITSAP COUNTY

KPHD Next Steps Framework

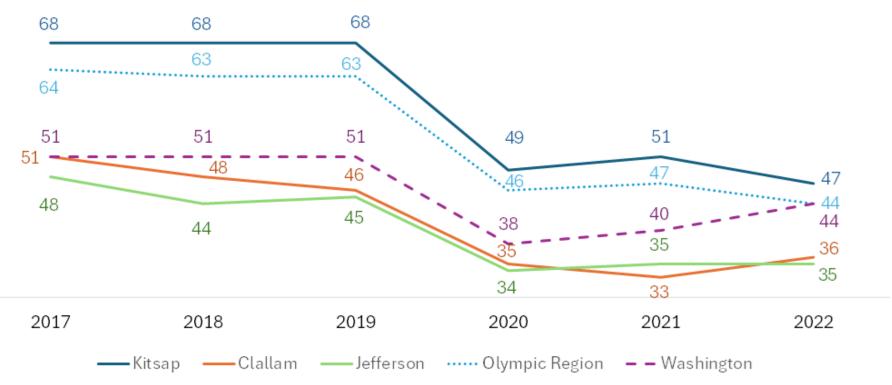
- Convener of the Kitsap Community Improvement Plan
- Launch of a Healthcare Action Collaborative in response to commitments defined by Resolution 2023-04, John's Hopkins Study Team recommendations, and findings from recent community health assessments
- Solidifying KPHD specific action-oriented strategies in the areas below:





Emergency Department (ED) Visits by Medicaid Beneficiaries for All Reasons

(Average number of ED visits each month for every 1,000 enrolled Medicaid members)



Source: Health Care Authority (HCA) Medicaid Enrollment and Claims Data. Accessed at https://hcatableau.watech.wa.gov/t/51/views/Healthie/WashingtonDashboard/Measures?%3AisGuestRedirectFromVizportal=y&%3Aembed=y, March 2024. [Analyzed by Kitsap Public Health District, Assessment & Epidemiology Program].





The Integration of Primary Care, Public Health, and Community-Based Organizations: A Federal Policy Analysis



THE SOCIAL DETERMINANTS SPECTRUM

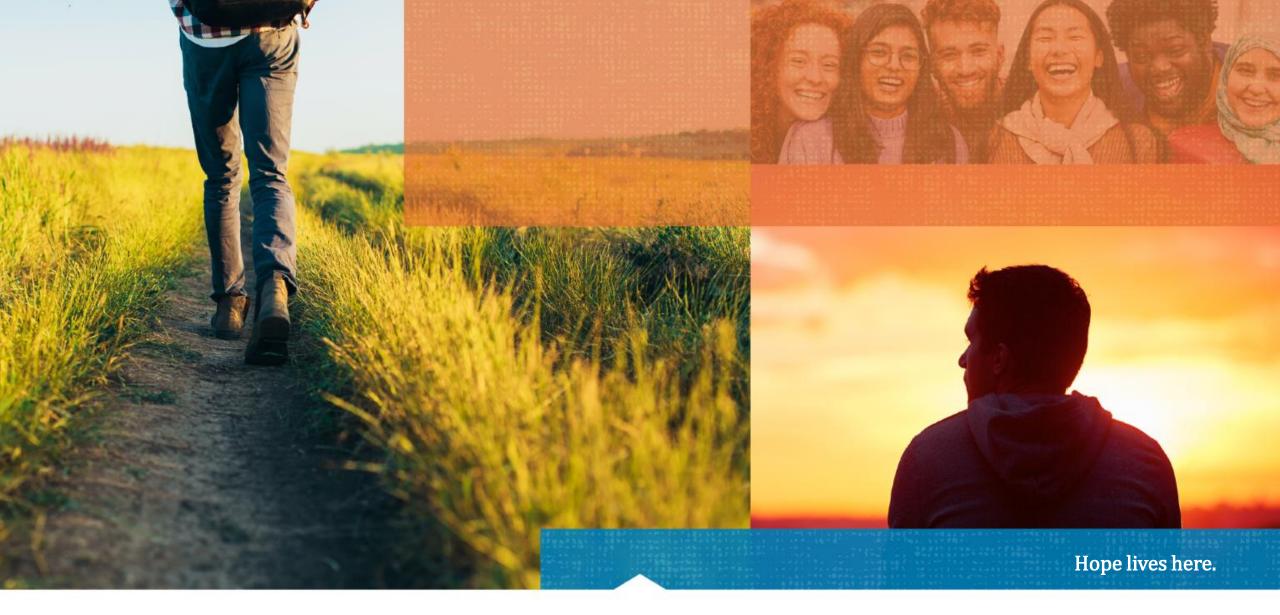
Roles for Healthcare	Screening for necessary social, economic, and safety issues in clinical & other settings	In-house social services assistanc (at clinical site where screening i performed)		Anchor institution promoting equity via hiring, investments, community benefits	Community-based social and related services: single or multiple programs or services	Changes to laws, regulations, or community-wide conditions; working across sectors
Roles for Public Health Departments (PHDs)	PHDs can offer best practice screening materials and can aggregate/ analyze data across facilities regarding need.	PHDs can convene community organizations and other sectors to promote linkages, develop materials & advocate for SDOH- related reimbursement.		PHDs can collaborate with one or more anchor institutions, assist them in prioritizing, evidence-based approaches & community-wide strategies.	PHDs can demonstrate need with data, make case for funding for needed services and/ or fund programs themselves.	PHDs can provide evidence of need and demonstrate efficacy of policies and laws at promote health and address the SDOHs.
Primary Care			Public Health			
Individual patient focus			Population focus			
Diagnosis and treatment emphasis			Prevention or response emphasis			
Clinical sciences essential to professional training			Clinical sciences peripheral to professional training			
Private sector ba	sis		Public sector basis			



Resources

- Integrating Primary Care and Public Health to Save Lives and Improve Practice During Public Health Crises: Lessons from COVID-19
- Integration of Primary Care and Public Health (Position Paper)
- <u>The Integration of Primary Care, Public Health, and Community-Based</u> <u>Organizations: A Federal Policy Analysis</u>
- <u>PBS Documentary The Invisible Shield: Public Health Saved Your Life Today</u> and You Don't Even Know It
- Medical Debt—An latrogenic Epidemic With Mortal Consequences
- <u>The Improving Social Determinants of Health Act of 2023 (S./ H.R.)</u>
- <u>Kaiser Family Foundation Diagnosis: Debt</u>





Serving Kitsap County for 46 years





Comprehensive Recovery Oriented Services

- Adult Outpatient Mental Health and Co-Occurring Substance Use Disorder Services
- Children Youth and Family Services
- Intensive Wrap-Around Services for Youth and Adults
- School based programs
- Supported Housing and Employment
- Five separate 24/7 programs
- Designated Crisis Responder Services



Convenient Locations Across Kitsap

Bremerton – multiple sites:

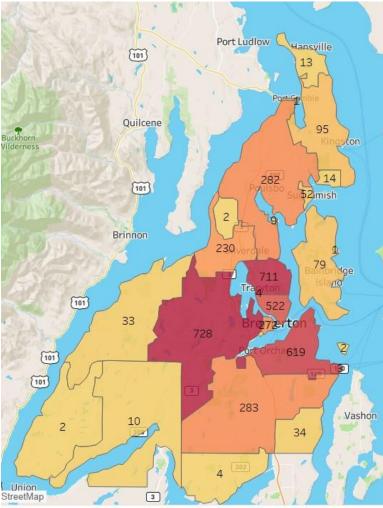
- o Adult and Children, Youth and Family Outpatient Services
- Five 24/7 units (Crisis Triage, Pacific Hope & Recovery, Keller Residential Day treatment, Adult Inpatient and Youth Inpatient)
- Madrona Day Treatment (2 sites, up to 44 students, 1st 12th grades),
- Pendleton Place, 72 permanent supportive housing facility & 24/7 onsite staff
- Mobile Crisis Outreach teams (youth and adult)

Poulsbo - Hostmark: Adult, Children Youth & Family, and intensive youth services

South Kitsap – Bay St.: Adult, Children Youth & Family, and intensive youth services

In the schools: 9.5 Therapists support 3 high-schools, 1 middle school and 9 elementary schools across the county.

Serving 4,005 non-duplicated clients from across Kitsap County last year...



- Bremerton: 39 %
- South Kitsap: 24%
- Central Kitsap:24%
- North Kitsap: 11%
- Bainbridge Island: 2%

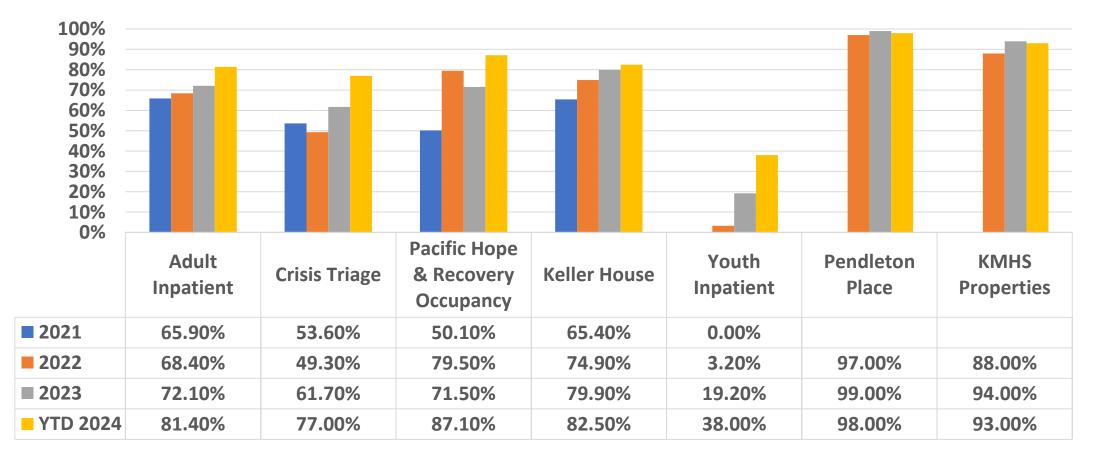




24/7 Average Annual Occupancy Rate

2021 to 2024 YTD By Program

Steady increase since 2021

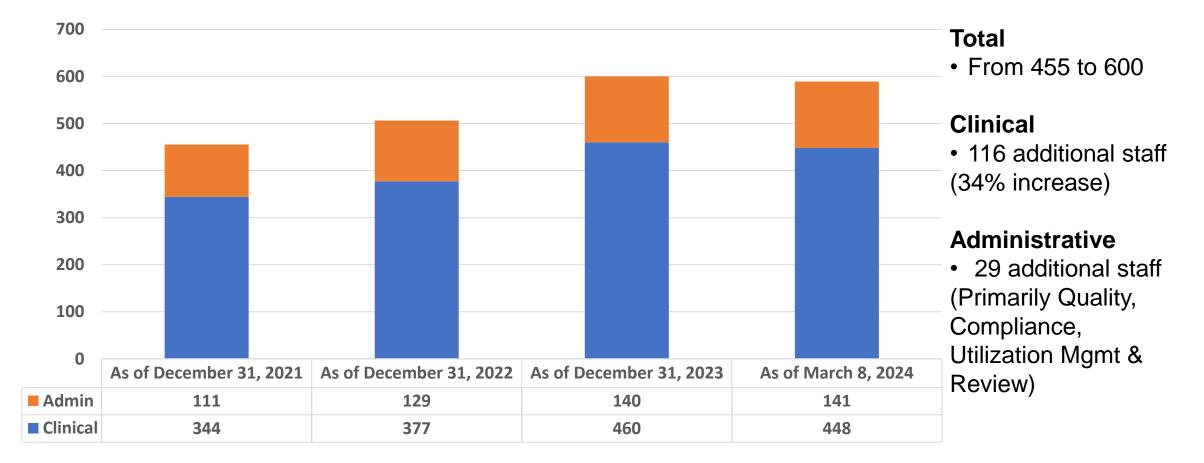


Clinical Staff

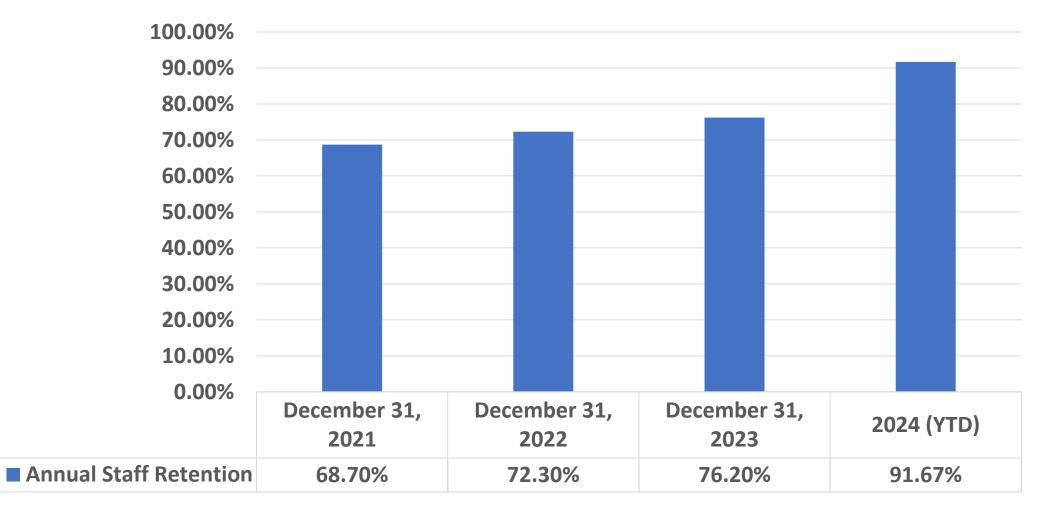
Compassionate. Committed. Highly trained.



Overall Employee Growth – 29% Increase 2021 – YTD 2024



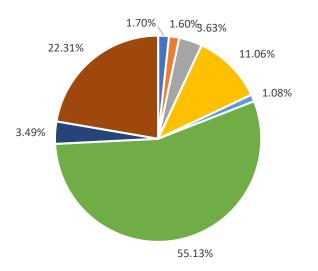
KMHS Staff Retention – Steady Improvement



Reflecting Client & Community Diversity

Staff data includes Hispanic or Latino as a separate category so data is not directly comparable.

Clients - 2023

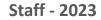


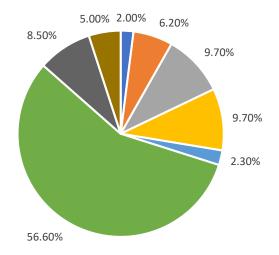
1.70% 5.70% 3.30% 6.60% 1.00% 1.00% 81.60%

County Residents - 2022

- American Indian or Alaska Native
- Asian or Asian American
- Black or African American
- Multiracial
- Native Hawaiian or Pacific Islander
- White
- Other Race*
- Unknown/undisclosed*

- American Indian or Alaska Native
- Asian or Asian American
- Black or African American
- Multiracial
- Native Hawaiian or Pacific Islander
- White





- American Indian or Alaska Native
- Asian or Asian American
- Black or African American
- Multiracial
- Native Hawaiian or Pacific Islander
- White
- Hispanic or latino
- Not specified

KMHS Priority: Promoting Diversity, Equity, Inclusion & Accessibility Across KMHS

- DEIA Committee, staff led and supported by leadership, determines agency's DEIA priorities
- Newly launched DEIA Council, reporting to CEO, and responsible for monitoring diversity metrics including hiring/termination/compensation, client demographics/diagnosis and discharges, personnel policies.
- 100% staff trained on cultural competency
- Inclusive Communities team, focused on providing services to immigrants, refugees and Hispanic populations
- Wherever possible, KMHS strives to assign clinicians in line with gender, sexual orientation, race/ethnicity preferences of the clients



Evidence-Based Practices

We aim to train all clinicians in at least two evidence-based practices within 2 years of hire. These could include:

- Suicide Risk Assessment
- Motivational Interviewing
- Dialectical Behavior Therapy (DBT)
- Cognitive Behavioral Therapy (CBT)
- Whole Health Action Management (WHAM)





Specialized Evidence Based Practices

Many clinicians have been trained in a variety of other evidence based practices, such as:

- DBT for Eating Disorders
- Eye Movement Desentization & Reprocessing (EMDR)
- Solution Focused Brief Therapy
- Cognitive Behavioral Therapy for Psychosis
- Child-Parent Psychotherapy Training
- Promoting first relationships
- Parent Child Interaction Therapy
- And many others



Challenges



Challenges: Staff Recruitment Vacancies in Key positions

- Mental Health Professionals: 36 staff + 14 vacancies
- Therapists: 42 staff + 18 vacancies
- Care Coordinators (BA Level): 84 staff + 14 vacancies
- Nurses: 27 staff + 3 on-call Nurse vacancies
- Medical Assistants: 7 staff + 5 vacancies
- Medical Providers: 12 staff + 2 ARNP vacancies

It's Tough Work!!

Often the newest clinicians are serving the highest acuity individuals, with high caseloads.

Move to Private Practice and Community

Often following licensure, many licensed providers move to community positions or open their own practices.



Challenges Facing the Mental Health & Substance Use Disorder System

- Voluntary nature of services The involuntary detainment standard in Kitsap County is exceptionally high. Requires imminent risk of danger to self/others. Gravely disabled is more difficult to prove.
- System is historically underfunded. Although definitely improving, reimbursement rates typically do not cover full cost of providing services
- Significant WAC/RCW/Medicaid/Medicare Administrative burdens that make barriers to care significantly higher. (2+ hour intakes, multiple assessments that must be repeated every 3-6 months, strict documentation requirements)
- Youth acuity significantly higher, often requiring 1:1 care, which generally is hard to accommodate in current staffing models
- Not licensed to provide care to medically acute individuals



On the Horizon Tailoring services to address community needs



Expansion Plan

- Nine Acres of Vacant Land on Almira, adjacent to Main campus in Bremerton
- Youth Intensive Services Campus including substance use and withdrawal services, partial hospitalization, additional youth inpatient services
- 6 Classroom Madrona Academy, serving kids 1st 12th, indoor/outdoor recreation space, and ample space for staff and therapy
- Differentiated Adult Inpatient Services, creating additional space for voluntary and involuntary clients.
- Long Term Expand access to Adult substance use treatment and withdrawal services
- Mental Health Health Urgent Care co-located with Crisis Triage facility



Other Highpoints

- Launching Transcranial Magnetic Stimulation Services (TMS) in May (Ribbon Cutting May 16th!)
- Launching a bi-monthly community education series, with first session scheduled for Thursday, April 5th, at Olympic College on the topic of Rethinking Approaches to Substance Use Recovery. Details on the KMHS website.
- Offering free/low-cost community training including Mental Health First Aid for youth and adults, QPR Suicide Prevention (Question, Persuade, Refer), De-escalation approaches for non-clinical staff
- KMHS is now a Certified Community Behavioral Health Center!
- On the path to Facility Accreditation, which means we will be able to serve people on Medicare and Commercial insurance in our 24/7 units



For more information Monica Bernhard, CEO monicab@kmhs.org



Hope Lives Here

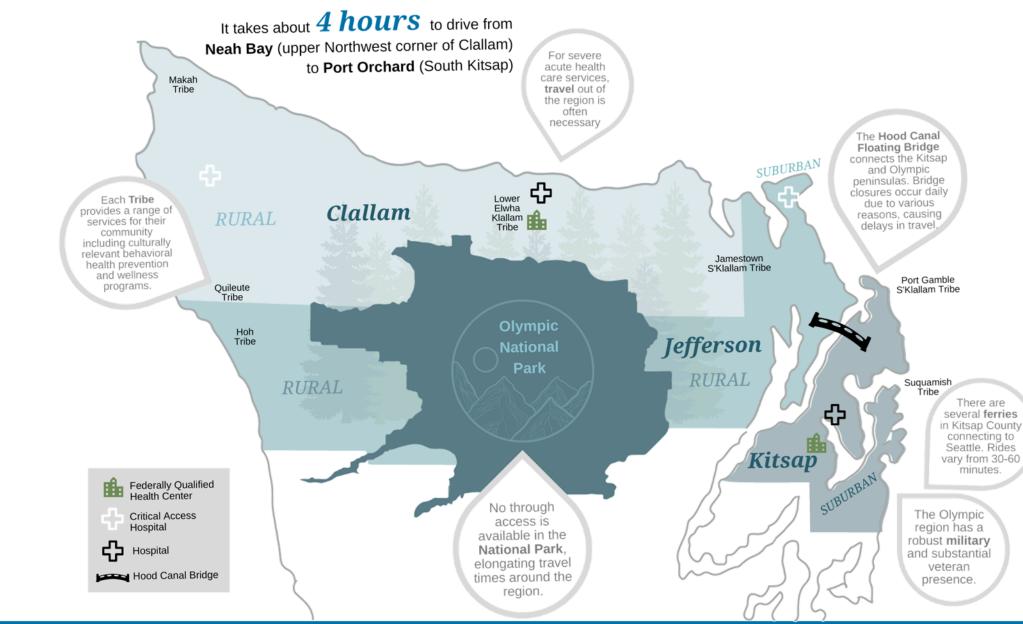


Connecting Community Members to Care

Collaborative, field-based approaches across the Olympic Region

- Improving patient experience and outcomes
- Preserving emergency services
- Reducing costs











Reduced stigma of substance use disorder

Access to full spectrum of care

Individual needs are met timely, easily, and compassionately

Long-term, affordable, quality housing

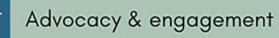


STRATEGIES



Convening, learning, & maximizing

Funding coordination



Data sharing & transparency

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Communication

Place-based approaches





The Connecting Community Members to Care report...

- Demonstrates the value and impact of local programs
- Elevates creative ideas
- Advocates for sustainable solutions
- Provide a tool for partners and decision makers
- Supports regional efforts to meet individual needs timely, easily, and compassionately





Meeting people where they are to provide timely, compassionate care. Programs and services aim to meet the unique needs of the diverse communities in the Olympic region.

- Community paramedicine
- Co-Response
- Mobile-integrated health





The role of first responders

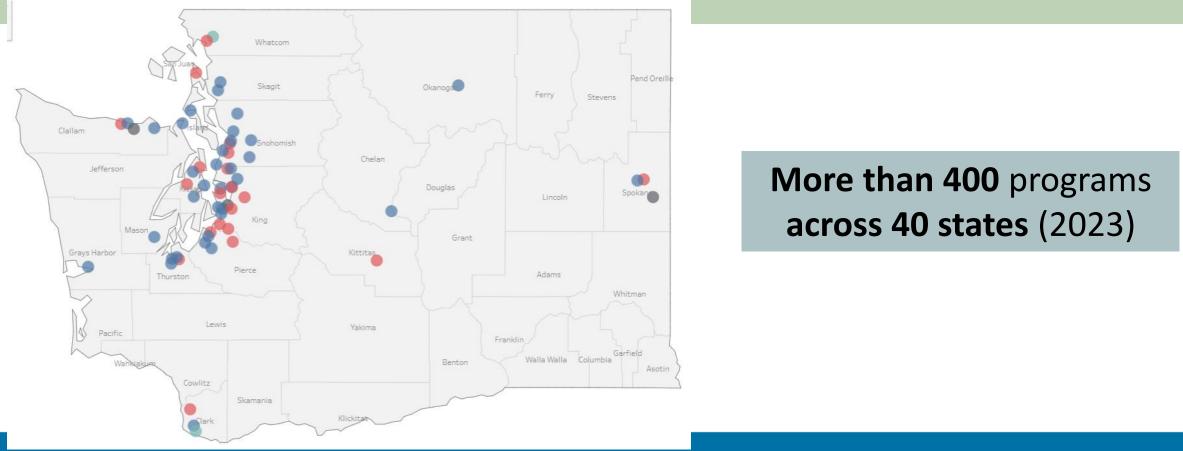
"I know I'm not fixing anything; I'll see them again. It's like the same house catching fire every third day."

Historically:	Today:				
Acute intervention	Higher and more frequent volume of non-emergent calls				
for emergent needs	Chronic conditions				
		Unsolvable in single visit			
First a sometime	ed resource and times only of contact	Increased costs Taxes limited emergency resources			
		Olumpia 🥌			



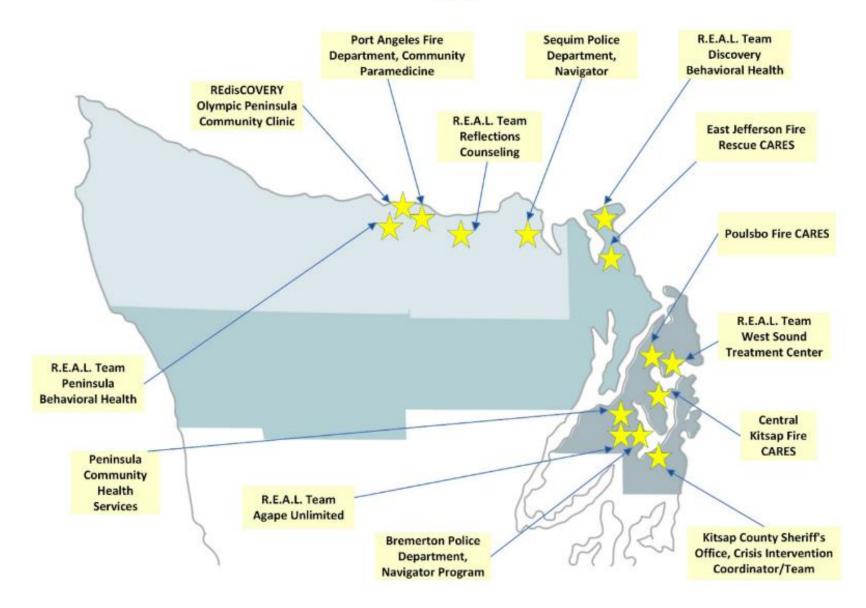
A larger movement

"We can't control what people call 9-1-1 for. We can control how we respond."





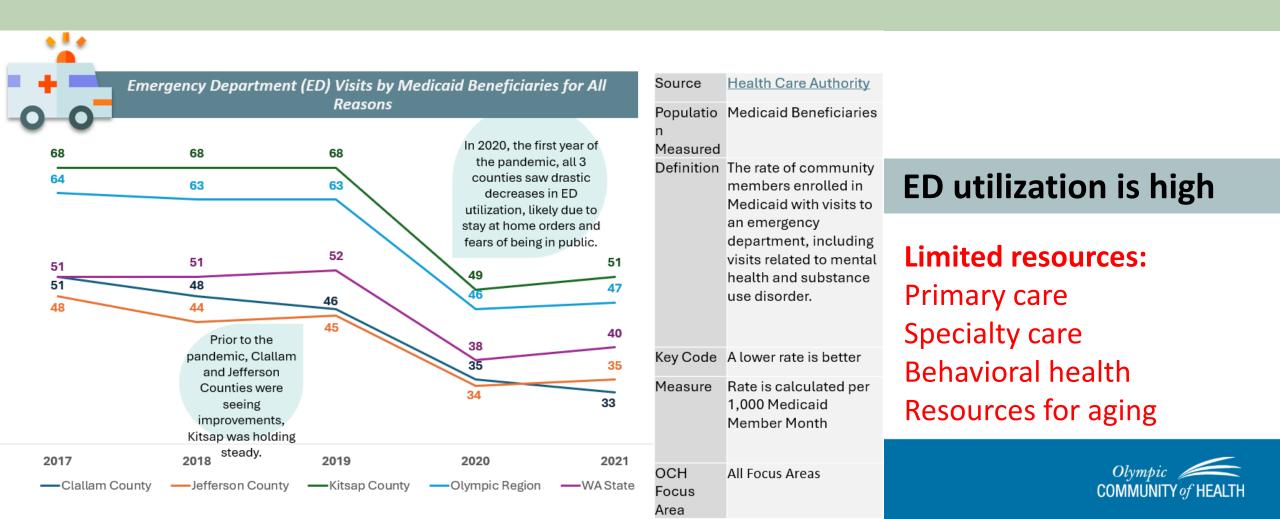






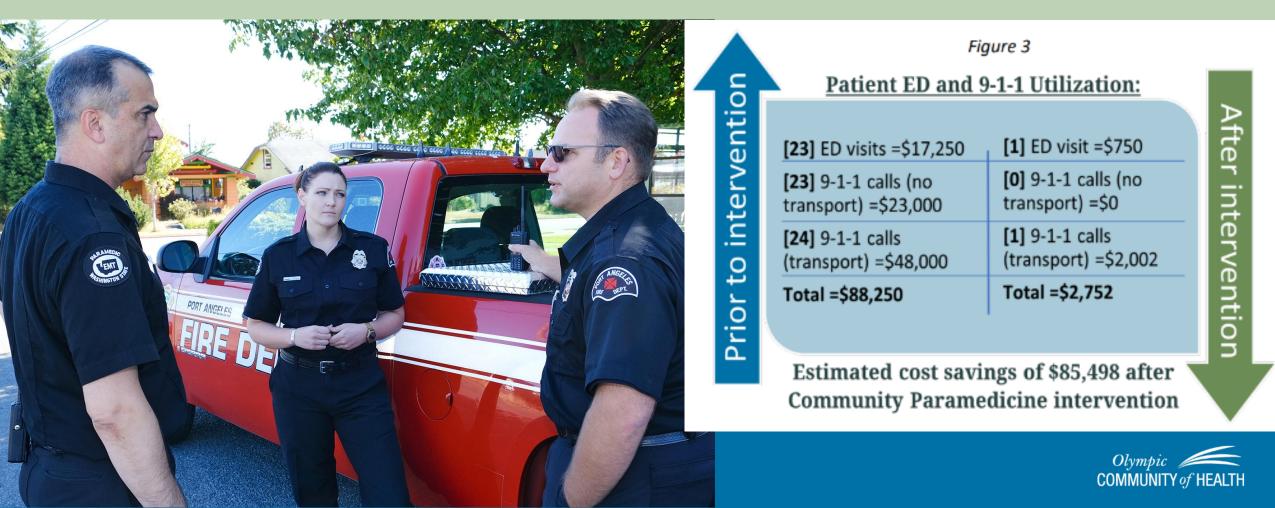
Local needs

"Visits are exceeding pre-pandemic levels."



Partner successes:

"Within 1 year of engaging with the community paramedicine program the patient's 9-1-1 calls decreased by 35%."



Partner successes: Central Kitsap Fire & Rescue CARES

This Community Assistance, Referral, and Education Service is a partnership between Central Kitsap Fire & Rescue and the City of Poulsbo that connects people with support and services that meet their individual needs.

- 289 referrals received and 186 people assisted January-June 2023
- 27 individuals connected to care January-June 2023
- 19 avoided 9-1-1 calls because of on-scene activity/home visit and 20 times fire crews relieved in the field January-July 2023





Partner successes: Poulsbo Fire CARES program

Poulsbo Fire CARES is a collaboration between the Poulsbo Fire Department and the City of Poulsbo that serves community members facing behavioral health-related issues and chronic medical conditions.

- 299 referrals received and 257 people assisted January-June 2023
- 88 individuals connected to care January-June 2023
- 74 avoided 9-1-1 calls because of on-scene activity/home visit and 7 times fire crews relieved in the field January-July 2023





Partner successes: Kitsap County Sheriff's Intervention Coordinator

In 2022:

- 204 unique community members served
- 391 interactions with clients
- 48 referrals to local R.E.A.L. Teams

The Crisis Intervention Coordinator (CIC) works to divert people experiencing mental health needs away from the criminal justice system and toward treatment through referrals to the proper social agencies.





Partner successes: Bremerton Police Department Behavioral Health Navigator Program

Navigators collaborate with Bremerton police officers to co-respond to calls that involve individuals experiencing suicide ideation, mental or behavioral health, child protective services, adult protective services, or complex health issues.

In 2022:

- 506 referrals to navigators
- 558 individuals contacted by navigators
- Almost 75% of individuals contacted accepted help



Partner successes: Salish R.E.A.L Teams

R.E.A.L. (Recovery, Empowerment, Advocacy, and Linkage) Teams are a client-driven, harm reduction model to support individuals along their recovery journey, at their individual pace. Each R.E.A.L. Team consists of a project manager to engage community and conduct outreach, a case manager, and two recovery coaches to directly respond to referrals.

R.E.A.L. Teams provide 24/7 support and respond within 90 minutes to referrals received.

1,731 individuals served 2022-23:

- Clallam: 874
- Kitsap: 700
- Jefferson: 157

88% of regional referrals responded to in 0-15 minutes



Partner successes: Bremerton Ambulatory Team (BAT)

In 2020, Peninsula Community Health Services collaborated with the Bremerton Fire Department to establish the Bremerton Ambulatory Team. That team consists of a medical provider, medical assistant, and community health worker, as well as support from behavioral health professionals. They reduce the number of non-emergent EMS calls by meeting people where they are.





Key takeaways

Successes

- Reduced stress on emergency response systems and improved 9-1-1 response to complex needs
- Collaboration across multi-disciplinary partners and bi-directional referrals
- Collaboration across programs to improve care delivery
- Services tailored to the skills of available workforce

Challenges

- Administrative burden
- High caseloads
- Limited and insecure funding (sustainability)
- Inconsistent standards, training, and measures of success across programs



Suggestions for programs



Invite elected officials to see your work first-hand.



Build up ability to track quantitative data in addition to the qualitative stories.



Collaborate with key community partners such as hospitals, behavioral health teams and programs, Managed Care Organizations, and local referral sources to better coordinate response.



Coordinate with other like programs to standardize data collection and analysis.



Conduct, or partner with, a community needs assessment to understand the unique challenges and needs of the community.



Use a broad spectrum of data, including EMS, to inform program planning and quality improvement.



Plan for program expansions over time to meet increasing referrals.



Consider incorporating telehealth into the broader spectrum of care.



Call to Action

Community partners

- Partner with and make referrals to/from your local program
- See a need? Consider expanding or replicating a program
- Create standards for skills, training, and education across programs
- Advocate to include as a Medicaid reimbursable service

Elected officials

- Learn more and direct connect with programs operating in your district
- Add these services as a Medicaid covered benefit
- Support policies, bills, and laws that create sustainable funding

OCH

- Create opportunities for collaboration
- Elevate regional challenges and opportunities to decision makers
- Partner across ACHs to collaborate and advocate
- Share innovative successes
- Consider these partners in renewal waiver planning



Questions?



We want to partner with YOU. Sign up for the newsletter at olympicch.org

Connect with a team member at OCH@olympicch.org



St. Michael Medical Center

Chad Melton President St. Michael Medical Center

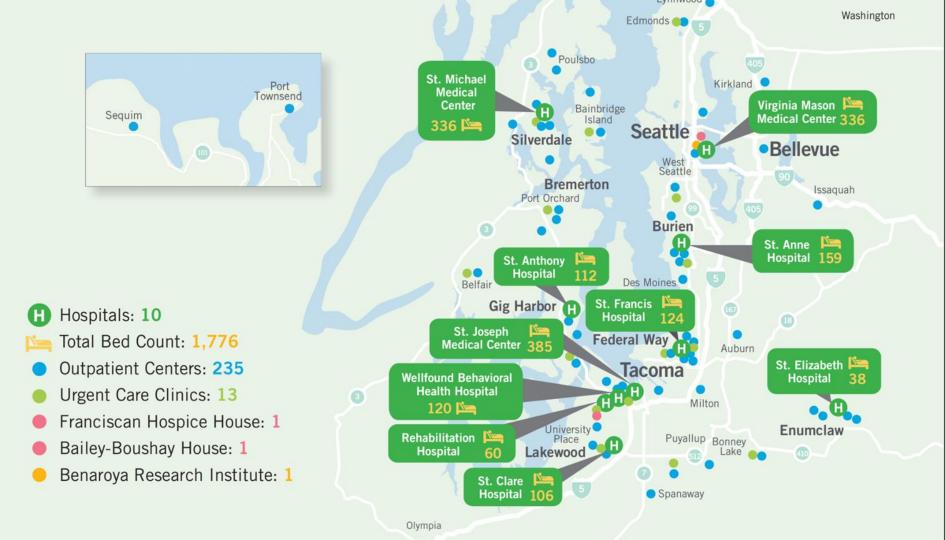




April 2, 2024

SMMC at a Glance





Caring for Our Community

We provide convenient access to high-quality, cost-effective health care facilities and providers.

While that includes access to hospital care, we also work hard to provide health care services outside our hospital, keeping residents healthy closer to home. **₽**

336-bed Medical Center, new Medical Tower, Level II Trauma Center, Cancer Center, Medical Pavillion



Expanding access to primary care with new Family Medicine Clinic in Bremerton; family medicine + obstetrics residency program



24/7 hybrid ED/urgent care centers



Partnered with Contessa to operate **VMFH Home Recovery Care**, currently at St. Joseph Medical Center, with plans to expand



Tower Expansion Project Underway

- Groundbreaking ceremony on Oct 4, 2023
- 74 additional acute care beds
- Total capital investment ~\$105M
- Expansion enables SMMC to support more acute services in Kitsap
- Decompress emergency room boarding







SMMC Operational Improvements



Leapfrog 'A' safety grade for 12 consecutive cycles

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Added **100 new RNs** in 2023; **96% nurse residency retention** rate (yr 1) since 2020



CMS 4-star rating; improvement in 4 of 5 categories

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Lower staff turnover 15.2% vs 22.1%



Improved patient experience from 18th percentile to 49th in 2023



Improved nursing turnover of 10% in FY24 vs 20.5% in year prior

An Economic Growth Engine

Health care systems are community-building engines. Talented potential employees considering moving to a new area prioritize foundational resources like the quality of schools and availability of medical care. Not only that, but **high-quality health care is something our communities deserve.**

Annually in Kitsap, VMFH and SMMC support:

1,800 births	13,200 surgical procedures performed	\$54.6M in community benefit
14,400 admissions	360,000 outpatient visits	2,500 employees; largest private employer in Kitsap
80,000 ER visits; busiest ED in Wash.	Fastest door-to-balloon times for heart attacks	\$252M annual payroll





Community benefit reflects our responsibility to improve the overall health of the community by providing care for all and making meaningful investments necessary for a healthy population.

Another way we invest in Kitsap is through our support of patients enrolled in Medicare and Medicaid.

- **80% of our patients** are covered by these programs
- Medicare reimburses only 75% of the cost of their care; Apple health reimburses at 48%
- SMMC nonetheless ensures these patients have access to all the high-quality care we provide.

Virginia Mason Franciscan Health

COMMUNITY BENEFIT



\$2.5 Million **Charity Care**



\$37.5 Million **Uncompensated** Care

(Unreimbursed cost of providing Medicaid services)



\$54.6 Million **Community Benefit**

(Charity care + uncompensated care + community programs)

In keeping with our mission of caring for all in the community, we dedicate significant resources to programs and services that **increase access to health care for the vulnerable and uninsured and improve the health of our community**. VMFH donated a total of **\$1.7M** to community organizations in FY23, including the following:

IN-HOME & RESPITE CARE \$190,000+

- Benedict House
- Bremerton Medical Respite Center
- KC Help



MENTAL & BEHAVIORAL HEALTH \$150,000+

- North Kitsap Fishline Counseling
- Olympic Community of Health
- Pacific Hope and Recovery Center
- Wellfound Behavioral Hospital
- Kitsap Mental Health Services



HEALTH EQUITY & PRIMARY CARE \$380,000+

- Project Access Northwest
- Peninsula Community Health Services
- Marvin Williams Recreation Center
- Kitsap Immigrant Assistance Center
- YMCA of Pierce and Kitsap Counties



Building Tomorrow's Healthcare Workforce

Partnership with Olympic College and Kitsap County

- Virginia Mason Franciscan Health donated \$2.5M to Olympic
 College in support of building a new regional health sciences
 campus at the college's Poulsbo location
- Partnership will add capacity for more than 600 students annually to health sciences programs over the next four years





Advancing Health Equity

More in Common Alliance

- CommonSpirit's **10-year, \$100M initiative** to address health inequities
- Partnership with Morehouse
 School of Medicine will address lack of representation among care providers
- Hosted event in Bremerton in Feb.





Challenges.



Challenges Facing Healthcare





Commitment to Kitsap



Commitment to Kitsap

- **CARES program** with local fire departments to see patients in their homes
- Toy drives for kids in the hospital
- **Port Orchard Food Bank** disaster relief, VMFH first to respond
- Equipment donations to local organizations







Commitment to Kitsap



Thank you.

