



Annual Report

Dahl Memorial Clinic
Skagway, Alaska

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Our Values

- ❖ *Provide
Compassionate Care*
- ❖ *Exhibit Competency*
- ❖ *Empower Patients*
- ❖ *Make Health Care
Accessible*
- ❖ *Demonstrate Respect*
- ❖ *Ensure Confidentiality*





Dear Friends of Dahl Memorial Clinic,

The Dahl Memorial Clinic Board of Directors, medical staff, and administrative staff are pleased to present the 2018 annual report to the citizens and visitors of Skagway. There has been a considerable positive impact in recent years from the professional healthcare services offered in this dynamic community. You can read about some of these accomplishments in this report.

Services and programs, only a vision one year ago, have come into full bloom. This is possible through the strategic use of funds from the federal Health Resources and Services Administration (HRSA) 330 grant and applying the suggestions and constructive feedback received in the annual Community Needs Survey. 2018 saw full integration of Athena Health, an Electronic Health Record System which streamlines workloads and increases providers' quality patient care time. Also, when it comes to paying bills, contacting your provider, viewing medical records, or scheduling appointments, this EHR system opens a private and convenient portal of access to every patient.

DMC's dispensary technician is leading the way for our participation in the 340B drug pricing program which can generate substantial savings for patients. Patients can now get refills of certain medications without seeing their provider each time, and a selection of Over-The-Counter (OTC) medicine can be purchased at reception.

We were fortunate this year to afford a sizeable price reduction for New Student and Sports physicals, offering a quality of life incentive for families when considering Skagway as their year-round home.

The Board of Directors is committed to living up to Dahl Memorial Clinic's mission statement to provide comprehensive primary, preventative, and emergency health care services for anyone who visits or depends on this community health center. We have a vested interest in an organization which provides care that betters the lives of our neighbors, friends and family. This dedication was formally acknowledged in 2018 by Mountain-Pacific Quality Health (www.mpqhf.org). Holding state and federal contracts to oversee quality of care in our region, MPQH bestowed Dahl Memorial Clinic with its highest recognition, the ***Alaska Primary Care Quality Excellence Award***.



Please let us know how we can improve, or if there are additional services we could provide. If any aspects of the clinic have made your life better, we'd love to hear those stories as well. Please send email correspondence to clinicinfo@skagway.org.

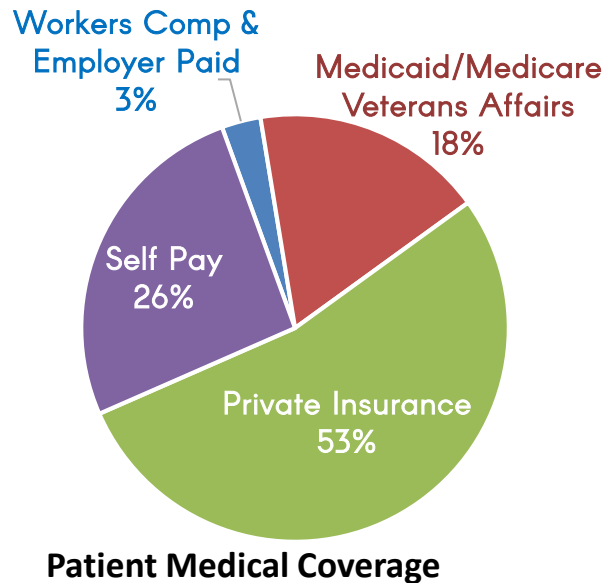
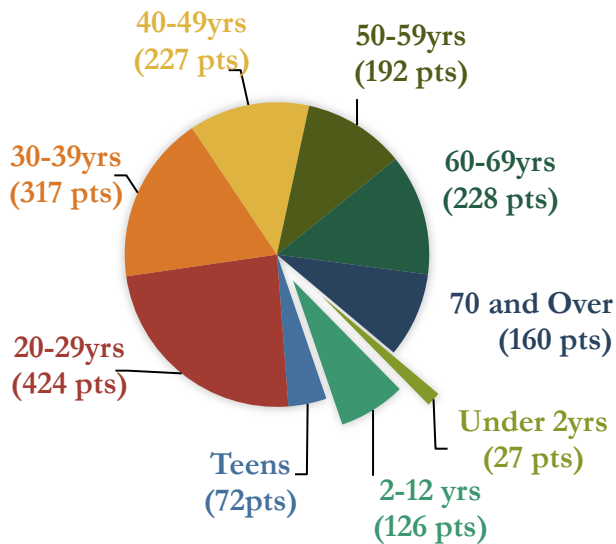
Sincerely,
The Board of Directors
Dahl Memorial Clinic

[Handwritten signatures: Linda Collier, Cy Thib, A. Nennini, C. Z. R., Lynn Cameron, and another signature]

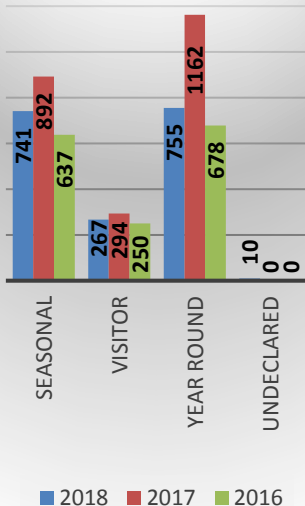
WHO WE SERVED in the 2018 Calendar Year

	Total Visits	Number of Patients
Medical	4,509	1,752
Behavioral Health	655	165
Physical Therapy	415	93
Occupational Therapy	54	21
	<u>5,633</u>	<u>2,031</u>

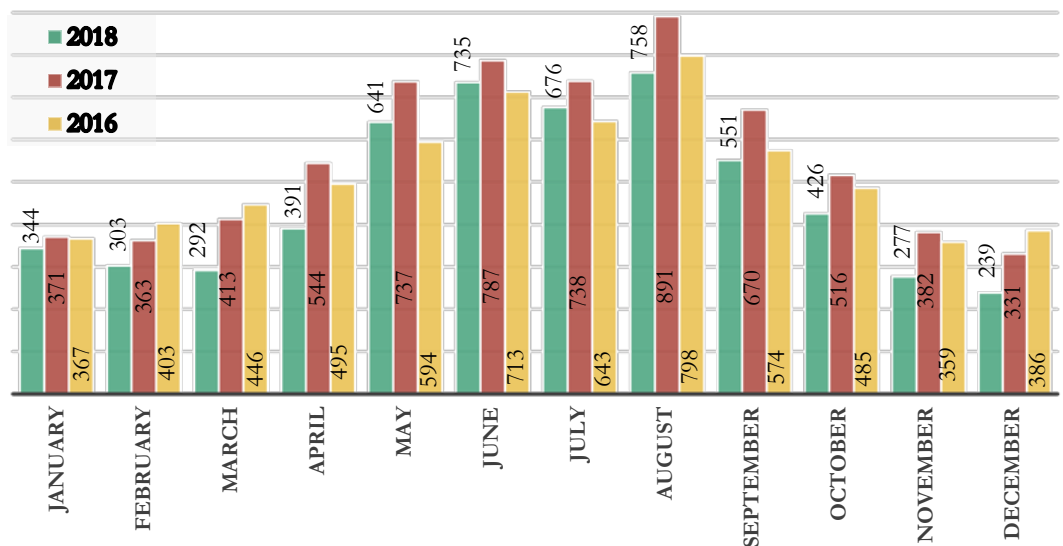
1,773 PATIENTS SERVED, by AGE



Residential Status

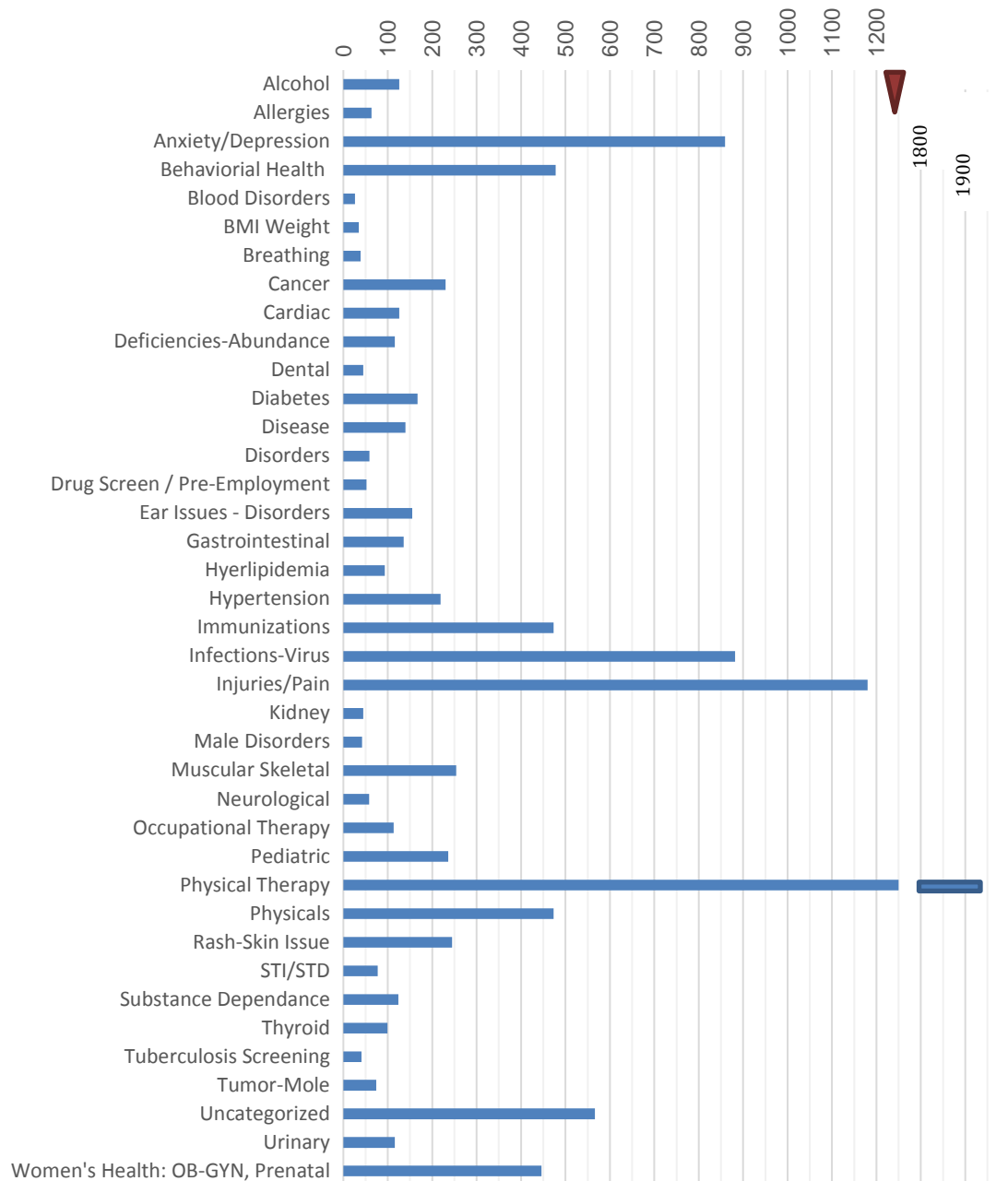


5,633 PATIENT ENCOUNTERS by MONTH



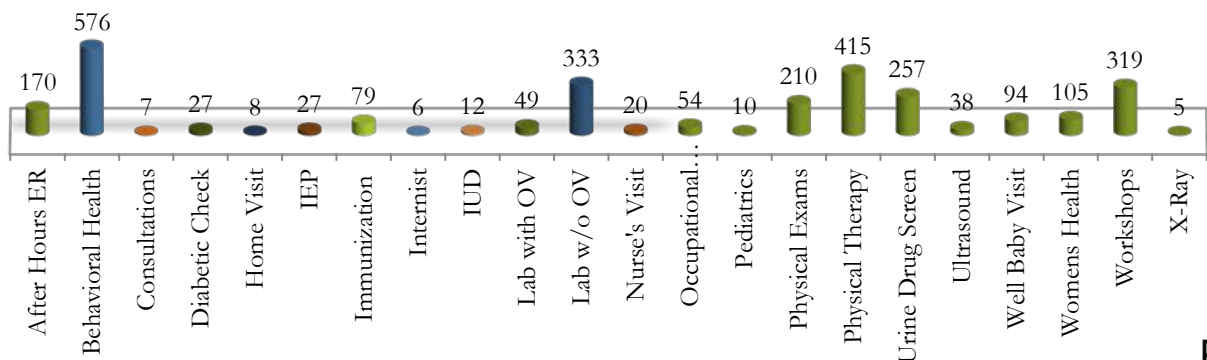
SERVICES PROVIDED in the 2018 Calendar Year

10,653 DIAGNOSES ASSIGNED by PROVIDERS



TYPE of APPOINTMENT SCHEDULED for 5,633 PATIENT VISITS

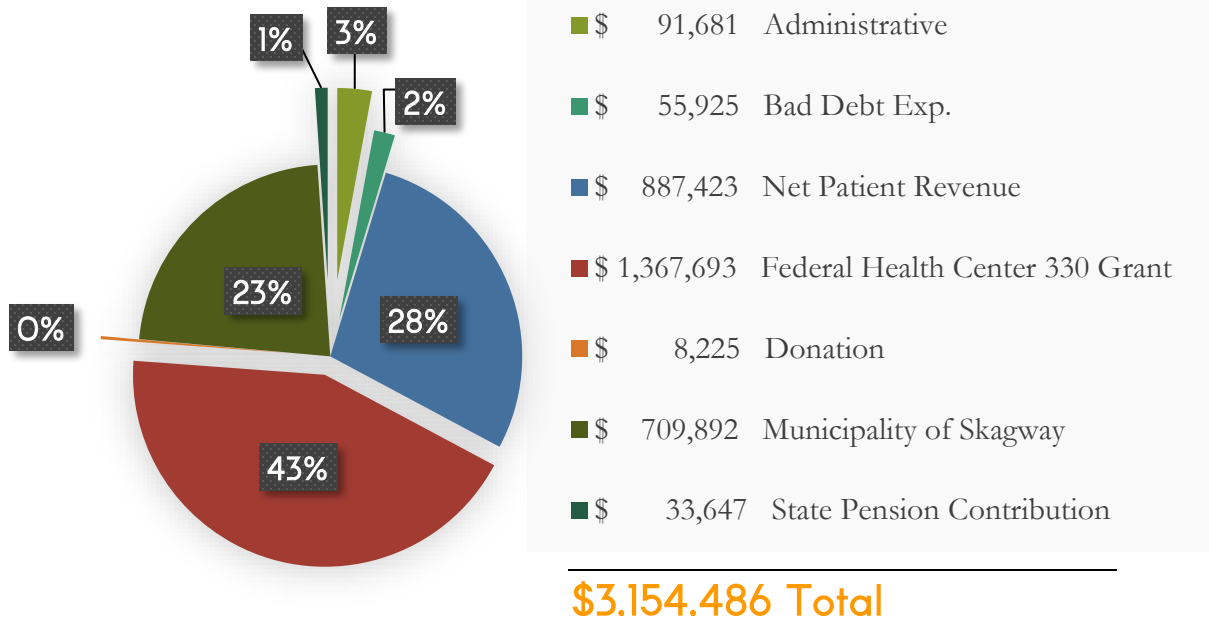
* Out of these, 2,812 unspecified "Office Visit" appointments are not shown in the chart below.



FINANCES in the 2018 Fiscal Year

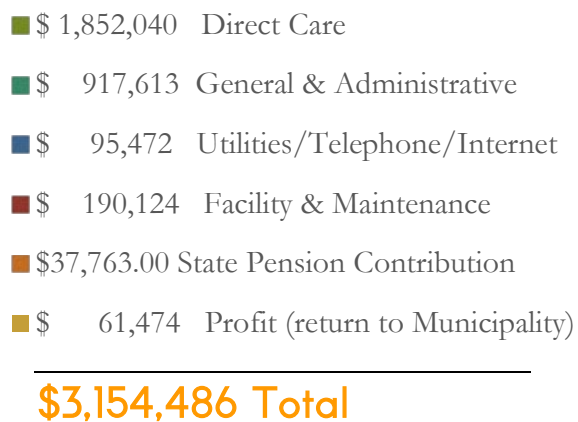
07-01-17 to 06-30-18

Operating Support & Revenue



Note: after considering profits returned to the Municipality (below), only 21% of revenue came from municipal sales tax

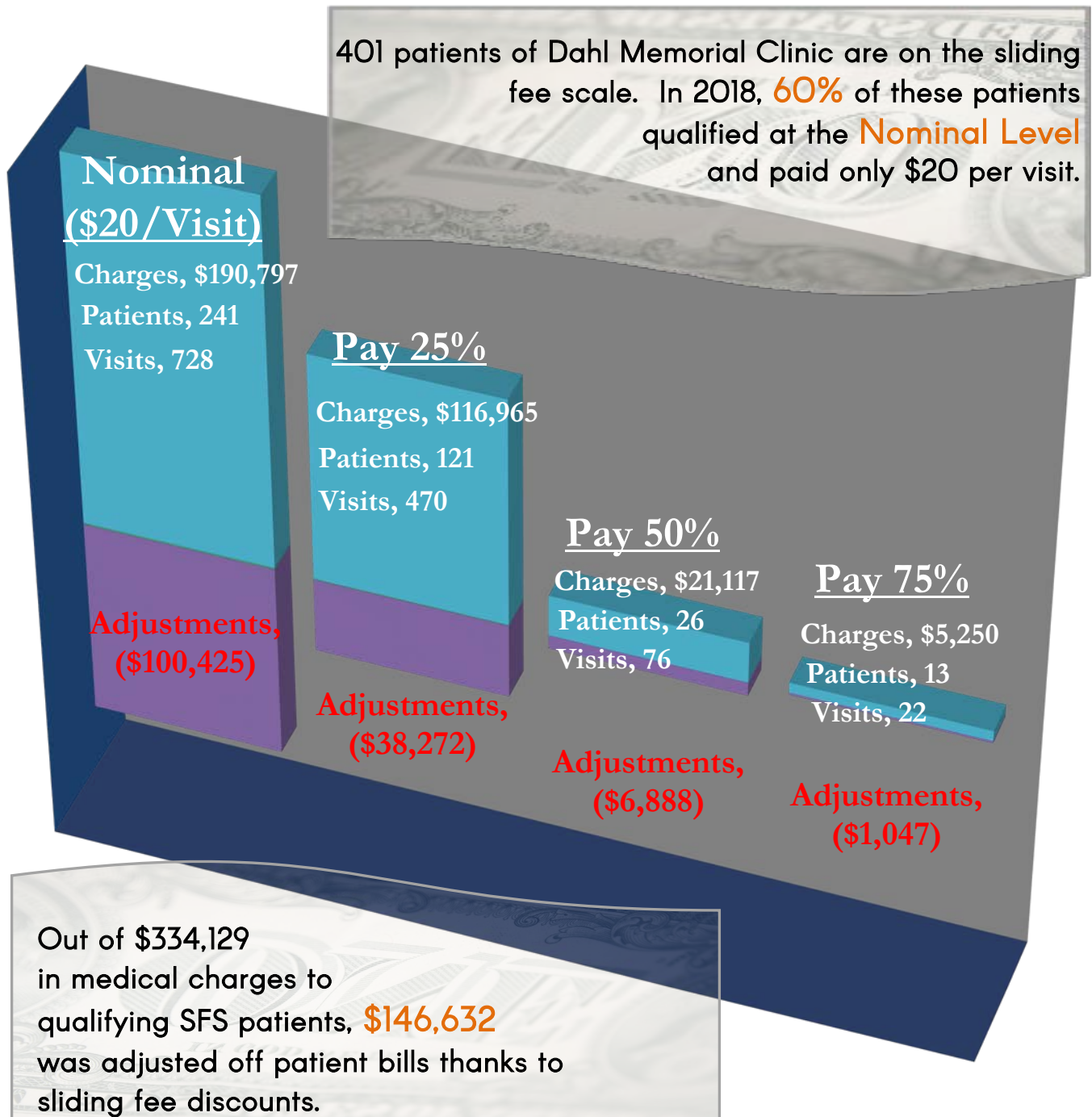
Operating Expenses



Note: 59% of expenditures supported direct patient care

Sliding Fee Scale in FY 2018

As a Federally Qualified Health Center (FQHC), Dahl Memorial Clinic is required to maintain a Sliding Fee Scale (SFS) discount program to minimize financial barriers to care for patients who meet certain eligibility criteria. Using the federal poverty guidelines for Alaska, patients can qualify for one of four SFS Levels: Pay 75%, 50%, 25% or the Nominal Level which is currently a payment of \$20 per visit.



Grant Funding Received

43% of our total funding in FY 2018 was received from the following Federal Grants.

- ❖ **Quality Improvement Award.** One-time supplement. This funding was received in recognition of the utilization of data collected in our Electronic Health Records system. We were able to hire a temporary dispensary technician with this grant.
- ❖ **AIMS Award – Access Increases in Mental Health and Substance Abuse Services (AIMS) Supplemental Funding Technical Assistance.** Funding was used to locally address the opioid epidemic sweeping our nation. The clinic was able to purchase a behavioral health, and telehealth cart with these funds and, additionally, sent two providers to the American Society of Addiction Medicine conference for training in addiction medicine.
- ❖ **Federal Health Center 330 Grant**
- ❖ **Medicaid Meaningful Use Award.** Through the use of technology, our providers are able to deliver up to date medical information to patients in a timely manner. By surpassing technology benchmarks set by Medicaid, two of our providers qualified for this award. Some requirements for this program include the following: electronic ordering for labs, medications, and x-rays; providing records and care summaries to patients through the online Patient Portal; and submitting vaccination information electronically to the State Vaccine website.

Dental Services Provided Through Grant Funding



In 2018.....

32 adult dental visits were provided at reduced cost. Grant funds in the amount of \$8,270.24 were utilized for these visits.

71 pediatric dental visits were free of charge. Grant funds in the amount of \$21,436.32 were utilized for these visits.



WHAT WE ACCOMPLISHED IN 2018

Community Events and Classes

We love being active within our community. Here are just some of the events we hosted and participated in. Please let us know if you have ideas for future events.

- ❖ Presentation on Opioid Awareness at a Town Hall Meeting
- ❖ *Parenting With Love and Logic*, by John Hischer
- ❖ Free Shingrix, Flu and MMR Vaccination Clinics
- ❖ Holiday Open House and Tour of the Facility
- ❖ Career Fair at Skagway School
- ❖ Mobile Mammography Clinic
- ❖ FREE School Sports Physical Workshop
- ❖ FREE Testing & follow-up for Sexually Transmitted Infections (STIs)
- ❖ FREE School Entrance Physicals for Preschool and New Students
- ❖ Assistance with Paperwork for Health Insurance, Senior Benefits, Disability, and Medicaid.
- ❖ KHNS Wellness Talks: Mental Health First Aid, Safe Bars Program and Opioid Committee
- ❖ Community Classes on Substance Abuse, and Safe Bars Training of Local Bar Staff
- ❖ Instructed Recreation Center Staff on Signs and Interventions of Child Abuse
- ❖ Provided Skagway Fire Dept., EMT, and School Personnel with Mental Healthcare Training
- ❖ NO COST Cancer Screening Workshops were held twice with the Fran Delisle Cancer Fund
 - ❖ Mental Health First Aid for Community Members
- ❖ Affordable Care Act (ACA) Open Enrollment Workshops
- ❖ Training with Skagway School teachers and staff for diabetic students
- ❖ Sexual Education Classes at Skagway School by clinic providers
- ❖ Visiting providers:
 - Acupuncture, Dentistry, Optometry, Physical Therapy, Psychiatry, and Nutritional Health.





Providers' Continuing Education

Due to our remote location, we require providers to maintain certification in emergency life support. Providers also may choose additional training opportunities according to their particular interests. Here are the training courses completed by our providers in 2018.



Chris Hansen, PA

Recertification in Basic Life Support, Advanced Cardiac Life Support, and Pediatric Advanced Life Support (BLS, ACLS, PALS)

Advanced Life Support, Obstetrics (ALSO)

Diabetes Conference by Alaska Native Medical Center (ANMC)

Alaska Academy of PAs (AKAPA)

Gulfcoast Ultrasound Institute: Combined Intro and Advanced Emergency Medicine & Critical Care Ultrasound

NWRPCA's Medical Director Training

American Society of Addiction Medicine (ASAM) Pain and Addiction Conference: Funded by the AIMS Grant to curb the US opioid epidemic.

Federal Tort Claims Act (FTCA) course by the Department of Health and Human Services: Malpractice Insurance

John Hischer, LCSW, CDC I



American Society of Addiction Medicine (ASAM) Conference: Courses in: Pain & Addiction, Motivational Interviewing, Opioid Interventions and Alcohol Dependence Treatment.

Safe Bars Train the Trainer: Certified to instruct personnel in the prevention of sexual assault & harassment in bars & restaurants.

Affordable Healthcare Act, Certified Application Counselor (CAL) Course

The Aging Brain, Alzheimer's Disease & Dementia Training



Johanna Huff, ANP

Recertification in Basic Life Support, Advanced Cardiac Life Support, and Pediatric Advanced Life Support (BLS, ACLS, PALS)

Advanced Life Support, Obstetrics (ALSO): Developed by the American Academy of Family Physicians (AAFP). This course helps health care providers involved in potential emergencies in perinatal care of mothers. OB/pediatric life support training.

Clinical Skills Workshop by Provider Practice Essentials: Skills testing including Radiology & EKG Interpretation, Pulmonary Disorders, and more.

Advanced Trauma Life Support (ATLS): A training program in the management of acute trauma cases, developed by the American College of Surgeons. This course teaches a systematic, concise approach to the care of a trauma patient.



Karen Johnston, ANP

Recertification in Basic Life Support, Advanced Cardiac Life Support, and Pediatric Advanced Life Support (BLS, ACLS, PALS)

Advanced Life Support, Obstetrics (ALSO)

Advanced Trauma Life Support (ATLS): developed by the American College of Surgeons.

Pediatric Fundamental Critical Care Support Class (PFCCS) prepares critical care practitioners to deal with acute deterioration of critically ill pediatric patients for the first 24 hours until transfer or appropriate critical care can be arranged.

DOT certification through the Federal Motor Carrier Safety Administration (FMCSA). This certification allows the provider to perform the physical exam required by the DOT which impacts many of our employers here in town who require drivers to have this endorsement.



Service Enhancements in 2018

New Providers



Karen Johnston, ANP – moved here from NH and is used to lots of snow and cold! She has been in healthcare in various capacities since 1980. She has mostly been involved in rural health care and critical access facilities. Her areas of interest include family practice and emergency services. She is a strong advocate of patient involvement in their own care and decision making. She also believes in being proactive and firmly believes in preventive measures of care. Outside of work, she enjoys dog sledding, horseback riding and hiking/camping. Having arrived in April, She is thoroughly enjoying life in Alaska!



Johanna Huff, ANP – has been in nursing since graduating high school. Her practice is geared towards rural health care and its challenges as well as health education for both children and adults. Most recently, Johanna was practicing in West Virginia but has also been in Montana and other regions of Alaska. During her previous time in the Last Frontier, she fell in love with the beautiful state and all it has to offer. May 2018 Johanna joined the staff at DMC as a Family Nurse Practitioner. Duties include family rural health care and emergent community care. 2020 marks a 30 year career in health care and her desire to help those in rural communities only increases.



Thomas Wendel, MD – Dr. Wendel earned his medical degree at the Oregon Health Sciences University School of Medicine in Portland, Oregon. He then went on to complete his residency at the University of Wyoming Family Practice in Casper.

Before his arrival at SEARHC's Alicia Roberts Medical Center in Klawock, Thomas Wendel practiced family medicine in the Oregon cities of Burns, Bend, and John Day. His experiences included: work as a county medical examiner and health office medical director; contributions to an electronic health record (EHR) special task force; founding a blood pressure awareness program; urgent care; emergency and hospitalist care; and a 10-year volunteer clinical faculty professorship. Thomas Wendel came to join SEARHC in the role of Medical Director at ARMC in order to get back to primary-care medicine. His work allows him to combine his interests in teaching, leadership, and rural primary care.

Technology

Telehealth Carts – The purchase of an AMD Global Telemedicine cart has brought cutting-edge telehealth technology. This quality telemedicine equipment is designed to connect healthcare providers with patients, regardless of their location. It helps us meet the following challenges:

- Induce business growth while addressing the challenges in care delivery.
- Improve competitiveness while delivering operational results.
- Drive business value by fostering a culture of innovation.
- Attract and retain patients and stay profitable in today's ever challenging healthcare market.
- Manage cost through process optimization and penalty avoidance, while meeting new regulatory mandates.

LOOKING FORWARD



Photo Credit: Frank Flavin

We are delighted with the accomplishments of 2018. The full utilization of a new Electronic Health Records System, has decreased the number of costly no-show appointments, increased the number of patients seen per provider, allowed us to receive payment on outstanding balances in a timely manner, and reduced the overall administrative workload. All of these factors allow the clinic to operate more efficiently and ultimately save the patient time and money. We begin 2019 with the advantage of advanced technology and patient care in both Behavioral Health and Medical Health services through telemedicine as well as provider training,

The 2019 Alaska Health Fair hosted in Skagway, will be a spectacular kick-off as we continue our line-up of community classes, support groups, and free/low cost workshops.

Dahl Memorial Clinic's current board of directors welcomes community feedback.
Feel free to speak with any member to share your thoughts and suggestions.

2018-2019 Board of Directors

Mindy Miller, President
Cindy Rau, Vice President
Cory Thole, Secretary
Marla Belisle
Linda Calver

Lynne Cameron
Lisa Hollander
Becky Jensen
Allyson Nannini
Carl Mulvihill, Alternate Member