

HEARTBEATS

2023

*Cheri and Fred Stilwell, Island Health patients
with a vibrant life thanks to genuine care.*



in this issue:

GREAT CARE STARTS HERE

Improving healthcare access

BLOCK THE PAIN— DON'T MASK IT

Innovative treatments to avoid
opioids and surgery

MEET OUR NEW PROVIDERS

Expanding primary & specialty care





5-STAR RATING BY CENTERS FOR MEDICARE & MEDICAID SERVICES

CEO MESSAGE

Time for Action

As we settle into 2023, I am excited to kick off several projects that will address the issues and opportunities uncovered in my first year as CEO. After taking a deep dive to evaluate all areas of the organization and identify the critical needs of our community, we have outlined a plan to put ideas into action.

A few of our key initiatives in 2023 are:

Access to care

Read more about how we're making it easier for our community to obtain healthcare through several projects ranging from provider recruitment to technology updates beginning on page 11.

Facility updates

We've developed a three- to five-year plan to add more space for specialty and primary care, improve patient flow and enhance security. Read about the first project in our plan beginning on page 21.

Retention and recruitment

The nationwide shortage of healthcare professionals has hit rural hospitals especially hard and we are focused on building back our staff to pre-pandemic levels. Our 5-star designation by Centers for Medicare & Medicaid (CMS) is a true testament to the exceptional team of Island Health providers and staff. Several 2023 organizational goals focus on recognizing and rewarding our great staff so we can continue delivering high-quality care to our community.

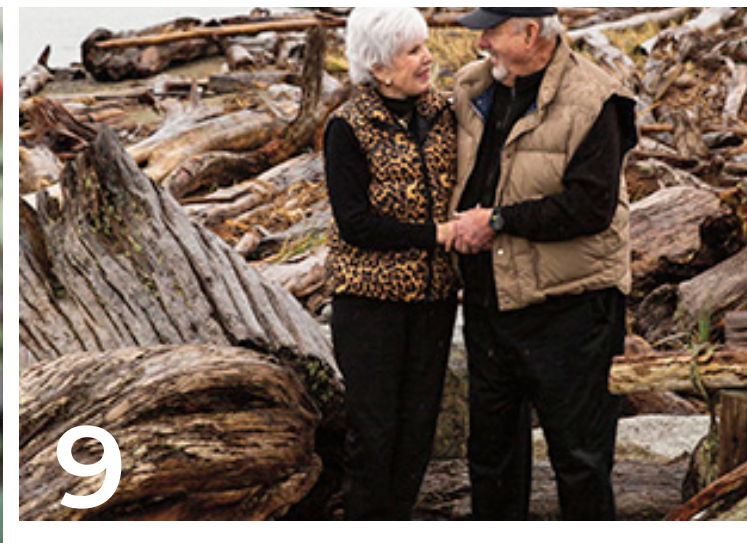
While these are only a few of our plans this year, we continue to be laser-focused on the Island Health purpose—to be the best healthcare partner to those we serve. We're thrilled to move forward with putting ideas into action to deliver on our purpose.

As always, please feel free to reach out to me with any questions, concerns or comments at 360.299.1327.



Elise Cutter

Elise Cutter, MBA
Chief Executive Officer, Island Health



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SPECIAL THANKS

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On the Cover: Island Health patients Cheri and Fred Stilwell—read more about their story on [page 9](#).

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Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 360.299.1300.

Keeping Care Close to Home



Island Health Board of Commissioners:
Jan Iversen; Chip Bogosian, MD; Warren Tessler;
Paul M. Maughan, PhD; Lynne M. Lang, PhD

This past year, hospitals in Washington State have faced unprecedented challenges. As the Board of Commissioners, our job is to ensure Island Health is on the path to overcome these obstacles. Each of the Commissioners has approved the 2023 budget and operating plan, and we have full faith in the entire Island Health team to ensure quality care remains close to home for the residents of our hospital district.

Having worked as a physician in large urban health systems my entire career, my wife and I made a conscious decision to retire in an area where we could receive excellent healthcare. I am an enthusiastic advocate of Island Health because I've been a patient numerous times, and as a retired doctor, I know the care I received has been exceptional.

As Island Health's team works tirelessly to adapt to the ever-changing healthcare climate and responds to the needs of our community, 2023 is

focused on improving the ability for community members to obtain healthcare services locally. We've recruited several new providers to the Island Health team, enhancing the services and expanding appointment availability for our residents. My commitment is, and always will be, focused on ensuring quality care is kept close to home.

On behalf of the Board of Commissioners, I encourage your comments and suggestions. Please contact us at 360.299.1327 or commissioners@islandhospital.org. We want to hear from you.



Chip Bogosian, MD
President, Island Health Board of Commissioners

New Chief Clinical Officer: Tammy Needham, DNP

Island Health welcomes Tammy Needham, DNP, to the Senior Leadership Team as Chief Clinical Officer. Needham brings over 30 years of healthcare experience in both large and small hospitals, most recently joining the team from the University of North Carolina Rockingham Hospital, where she served as Chief Nursing Officer and Chief Operating Officer. Needham earned her Doctorate of Nursing Practice from Capella University, Master of Science in Nursing from Virginia College System and her Bachelor of Arts in Organizational Management from Ashford University's Forbes School of Business.

Needham holds a Black Belt in Lean Six Sigma and is passionate about building strong teams to deliver exceptional patient care. She was impressed with the Island Health team and is excited to live in Anacortes, where she will be closer to her daughter who lives nearby.



Health Education Programs MEET THE INSTRUCTORS



Evan Buxbaum, MD, MPH
Pediatrician



Sarah Edwards, RRT, CPFT, BS, MPH
Respiratory Therapist



Monica Jacobus, MD
General Surgeon



Jeffrey Krause, MD
Interventional Pain Physician



Amanda Lungren, RDN, CDCES
Diabetes Educator



Amber Phillips, MS, RD
Registered Dietitian



Teri Shilling, MS, LCCE, CD(DONA), IBCLC
Lactation Specialist



Kess Walp, CHES
Health Education Specialist

DOC TALKS

REGISTER TODAY:

Call 360.299.4204, or visit:
islandhealth.org/classes



Getting to Know Your Gallbladder

Instructor:
Monica Jacobus, MD

What is a gallbladder? What does it do? Why does it sometimes get removed? Learn about gallbladder conditions, treatments and health. Come meet our newest General Surgeon at this in-person program.

- Wednesday, March 29, 1 p.m.
- Fidalgo Room
- \$10

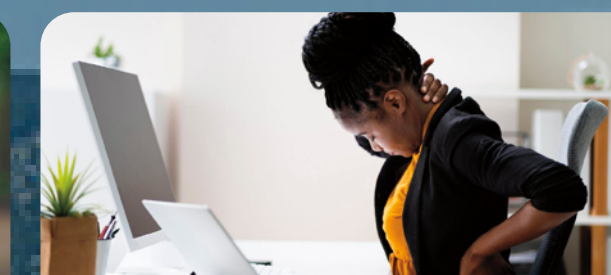


Childhood Trauma's Effect on Health

Instructor:
Evan Buxbaum, MD, MPH

Learn about the impact of adverse childhood experiences (ACEs) on health as well as the factors that help foster resilience and recovery. This talk will outline the revolutionary work taking place in this emerging field.

- Wednesday, April 12, 1 p.m.
- Online
- \$10



The Basics of Back Pain

Instructor:
Jeffrey Krause, MD

Lower back pain? You are not alone! Anyone can experience lower back pain, even if you don't have a prior injury. This class will cover different types of causes, treatments and ways you can prevent low back pain.

- Tuesday, April 18, 5 p.m.
- Fidalgo Room
- \$10



BIRTH & BEYOND

Your Body, Your Baby and Healthy Blood Sugars

If you are pregnant, you may be at risk for gestational diabetes. But don't worry, there are steps you can take to reduce your risk. This class is focused on preventing gestational diabetes through lifestyle changes during your pregnancy and beyond.

- Wednesday, March 15, 4 p.m.
- Fidalgo Room
- \$10
- Amanda Lungren, RDN, CDCES

Grand-parenting 101

Expecting grandparents will learn what has stayed the same in childbirth, infant care and early development and what has changed over the years. Grandparents can offer support to a new family, whether they live nearby or far away.

- Tuesday, April 11, 6:30 p.m.
- Fidalgo Room
- \$10
- Teri Shilling, MS, LCCE, CD(DONA), IBCLC

Car Seat Clinic

Have your car and booster seats checked by nationally trained car seat technicians from Safe Kids Northwest. Face masks are required (children under two exempt). Vehicles limited to four family members and appointments are required.

- Thursday, April 13, 12–2 p.m.
- Island Health's 24th Street Parking Lot
- Free
- Appointments Required: CarSeatsNW@gmail.com

Childbirth Education Series

In this five-week series, participants will learn essential skills and develop confidence as they approach the end of pregnancy, labor, delivery and early parenting.

- Tuesdays, May 2–30, 6 p.m.
- Fidalgo Room
- \$115 per couple/individual, covered by Apple Health
- Teri Shilling, MS, LCCE, CD(DONA), IBCLC

Family-centered Cesarean

This class describes the cesarean process and how your family can support you in your birthing journey.

- Thursday, May 18, 6:30 p.m.
- Online
- \$10
- Teri Shilling, MS, LCCE, CD(DONA), IBCLC



LIFESTYLE & WELLNESS

Healthy Me in '23

Learn ways to improve your wellness as you understand the importance of a sustainable lifestyle and strategies for goal setting, habit stacking and more.

- Thursday, April 6, 4:30 p.m.
- Fidalgo Room
- \$10
- Kess Walp, CHES

Living Well with COPD

This class will discuss how Chronic Obstructive Pulmonary Disease (COPD) affects the pulmonary arteries and other organs, as well as common treatments of COPD. Strategies to make living with COPD and daily tasks easier, including breathing techniques and proper use of medications will be included.

- Tuesday, April 18, 1 p.m.
- Online
- \$10
- Sarah Edwards, RRT, CPFT, BS, MPH



REGISTER TODAY:

Call 360.299.4204, or visit:

islandhealth.org/classes

All programs at Island Health require registration unless specifically stated in the description. If you cancel your registration, we ask for a minimum of 24 hours advance notice.



HEALTHY AGING

Aging in Place

Join an expert from Hospice of the Northwest to learn tips and strategies for healthy aging and living independently in your home for as long as possible.

- Monday, April 3, 10:30 a.m.
- Fidalgo Room
- Free
- Hospice of the Northwest

Move Your Way

Learn the most up-to-date recommendations and guidelines for staying physically active as you age. Different types of exercise and movement will be discussed as well as strategies for sitting less, staying safe and preventing falls.

- Thursday, April 20, 11 a.m.
- Fidalgo Room
- \$10
- Kess Walp, CHES

End-of-Life Paperwork

Join an end-of-life expert from Hospice of the Northwest to learn more about important documents, including: Physicians Orders for Life-Sustaining Treatment (POLST), Advanced Directives and Health Care Durable Power of Attorney (HCDPOA).

- Monday, May 1, 10:30 a.m.
- Fidalgo Room
- Free
- Hospice of the Northwest



NUTRITION

Practical Mediterranean Diet

The Mediterranean diet has been shown to support healthier blood pressure, cholesterol and body weight. Learn about this exciting eating style and practical tips for making it work for you.

- Wednesday, March 15, 2:30 p.m.
- Fidalgo Room
- \$10
- Amber Phillips, MS, RD

Healing the Hurt: Nutrition Education for Wounds

Learn how to improve the healing of your wounds with food, and understand how nutrients can aid in wound healing. Practical recipes provided to use at home.

- Monday, March 27, 2:30 p.m.
- Fidalgo Room
- \$10
- Amber Phillips, MS, RD

Supporting Your Diagnosis: Cancer Nutrition with a Dietitian

Learn how nutrition strategies can help you manage cancer treatment side effects, including low appetite, taste changes and fatigue. This class is for anyone who wants to support a cancer diagnoses through nutrition. Easy and practical recipes provided.

- Thursday, March 30, 11 a.m.
- Fidalgo Room
- \$10
- Amber Phillips, MS, RD

Living Better with Diabetes

Diabetes doesn't have to be the final destination. Attend this class for a discussion on healthy eating, being active and reducing risks to help manage diabetes.

- Wednesday, April 26, 11 a.m.
- Fidalgo Room
- \$10
- Amanda Lungren, RDN, CDCES

Healthy Digestion

Take a journey into the digestive system with Registered Dietitian Amber Phillips. Learn common symptoms of digestive distress and nutrition strategies to improve gut health.

- Thursday, April 27, 11 a.m.
- Fidalgo Room
- \$10
- Amber Phillips, MS, RD

On the Road to Diabetes: Prediabetes Education and Prevention

One in three U.S. adults have prediabetes, and 80% of them may not even know they have it. If you have prediabetes or are at risk of developing diabetes, there are steps that you can take now to prevent or delay diabetes and other serious health problems.

- Tuesday, May 9, 11 a.m.
- Fidalgo Room
- \$10
- Amber Phillips, MS, RD

REGISTRATION IS EASY!

Call 360.299.4204, or visit:

islandhealth.org/classes



Robert Billow, DO, and Jeffrey Krause, MD
Island Sports & Spine

Innovative Treatments to Avoid Opioids and Surgery

The traditional solution to chronic back, joint or muscle pain is medication or invasive surgery. At Island Sports & Spine, Drs. Robert Billow and Jeffrey Krause are using innovative ways to stop pain. Interventional pain management procedures are minimally invasive techniques that **block the pain** to help make day-to-day activities less painful without the need for surgery or opioid medications.

Block the pain – don't mask it with medication

Rather than relying on medications or surgery, interventional pain management uses procedures to block the source of pain between the nervous system and the brain.

"At Island Sports & Spine, we believe in collaborative care to help our patients manage their pain. We often refer patients to physical therapy, spinal manipulation or medical massage as part of their care plan," explains Dr. Robert Billow.

We treat a wide range of injuries and conditions from all stages of life:

- Sports injuries
- Work-related injuries
- Back pain
- Neck pain
- Herniated disk
- Arthritis
- Tendonitis
- Muscle, nerve, soft tissue and joint-related problems
- Post-COVID pain conditions
- PTSD



Innovative treatments

Our providers understand how pervasive and negatively impactful chronic pain can be on a person's life. They carefully evaluate each patient to understand the injury and source of pain and learn about a patient's lifestyle and goals before making a treatment recommendation. Our providers use a wide range of procedures, including:

Epidural and Nerve Root Blocks: These procedures can help alleviate neck, back, arm and leg pain.

Facet Joint Injections: This diagnostic procedure determines if the facet joint is the source of your pain.

Facet or Medial Branch Rhizotomy: A specialized needle gently stimulates the inflamed nerve, then radiofrequency heat is passed through the needle and applied to the nerve to decrease pain signals.

Genicular Nerve Ablation: This procedure uses radiofrequency to block chronic knee pain through the genicular nerves.

Prolotherapy: This injection treats chronic, musculoskeletal pain and utilizes the body's own healing process to repair tissue and strengthen the injured area.

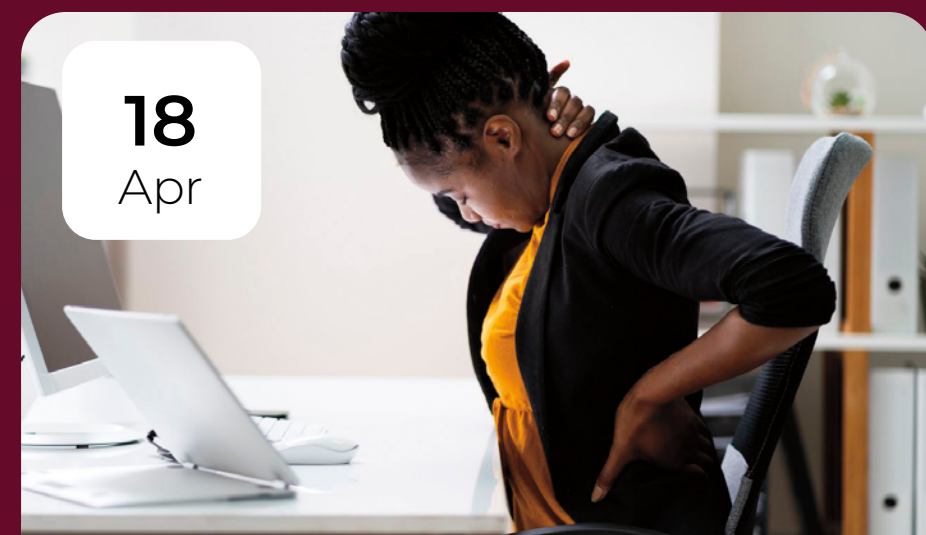
Sacroiliac Joint Injections: Numbing medicine is injected into the joint, and the amount of immediate pain relief experienced will help confirm if the joint is the source of pain.

Viscosupplementation: Usually applied to a knee joint, an injection of gel-like synthetic joint fluid is used to lubricate joints and decrease inflammation.

What to expect

To begin your journey toward pain relief at Island Sports & Spine, you will be seen for an initial consultation with one of our providers. We often begin with a musculoskeletal ultrasound to obtain a visual of the muscle, tendon or joint so we can focus treatment remedies. Advanced imaging, such as a CT or MRI, is often recommended. Then, we'll schedule a follow-up appointment to review imaging and discuss an individualized treatment plan.

If you suffer from chronic pain, it is important to talk to your primary care physician. They can help you with a referral to see one of our specialists. Patients can also self-refer. If you have any questions about the referral process or would like to schedule an appointment, please call 360.299.4929.



18
Apr

The Basics of Back Pain

Instructor: Jeffrey Krause, MD

Lower back pain? You are not alone! Anyone can experience lower back pain, even if you don't have a prior injury. This class will cover different types of causes, treatments and ways you can prevent low back pain.

- Tuesday, April 18, 5 p.m.
- Fidalgo Room
- \$10



REGISTER TODAY:

Call 360.299.4204, or visit:
islandhealth.org/back



Meet Island Sports & Spine patients
Fred and Cheri Stilwell on **PAGE 9**



You don't have to be a special agent to receive special care.



Cheri and Fred Stilwell trust Dr. Billow at Island Sports & Spine with their health so they can live their fullest life.

Fred and Cheri Stilwell have been coming to Island Health (IH) for two decades, which in itself is not remarkable. What *is* unique is that the Stilwells have lived all around the world—Fred served as a Naval Surface Warfare Officer for 10 years and 14 years in the Reserves, retiring as a Commander. He also spent 20 years as an NCIS Special Agent.

They say they've received some of the best care in Anacortes.

At 88 (Fred) and 82 (Cheri), they credit their vibrant life—boating, traveling, fishing, crabbing, shrimping, clamming and duck hunting—with the outstanding care they've received from the doctors and staff at IH, and particularly from Dr. Billow and Island Sports & Spine. They say they've always been treated like family.

"It's a small-town hospital with small-town attention and care, but big city quality. Just top notch," Cheri said.

Both Fred and Cheri have had their share of joint pain over the years and say they owe a lot to Dr. Billow.

He's taken such good care of us. He's gentle and smart and stops at nothing to help you.

*Cheri Stilwell
Island Health patient*

What first brought the couple to Billow, though, was Fred's hip pain. He was referred to Billow for a potential hip replacement. But first, Billow wanted an updated MRI, and it was on this scan that Diagnostic Imaging found a mass on Fred's right kidney. The next day Diagnostic Imaging also confirmed a second mass on his left kidney.

"He [Billow] can read images and identify issues like no other," Cheri said.

Fred ended up going to Virginia Mason where he had 25% of his right kidney removed and an ablation on his left kidney.



Robert Billow, DO
Island Sports & Spine



Chronic back and knee pain has kept Fred a regular with Island Sports & Spine, but it's the "top flight" care that makes him Billow's loyal fan.

"The office staff are knowledgeable, friendly and attentive. Nancy [clinic nurse] always calls to follow up and make sure I'm okay after a procedure, and she can answer any question. Jackie [clinic scheduler and medical assistant] is on top of the calls, responding immediately to messages and squeezing you into a cancellation if you're really in pain," Fred said.

The Stilwells praise Billow for his exhaustive efforts to treat Fred's arthritic knees. Age and medication disqualify Fred from surgery, so interventional pain management has kept Fred active, including, most recently, the Sports & Spine clinic's first-ever knee ablation. Billow had performed the innovative procedure before but never at IH.

Fred is proud to be the first IH patient to have had the ablation, and can't speak highly enough about his hospital experience.

They make it the best it can possibly be. The nurses, technicians, staff—they all are so caring and thoughtful.

*Fred Stilwell
Island Health Patient*

Over the years, Fred and Cheri have come to think of Billow as a friend, though they suspect the treatment they receive is given to all of Billow's patients.

"When you go there, you feel like you're his only patient. He spends as much time as you feel you need. It's genuine care."



Great Care Starts with Improved Access



Valerie Horn, DO
Island Primary Care - M Avenue

Getting in to see the doctor has gotten harder over the years. It's been an exercise in patience—waiting until office hours to call, then waiting on hold for someone to answer only to learn that it might be weeks before you can see your provider. But that's all changing. And, while CEO Elise Cutter will be the first to admit there is still work to be done, at Island Health, we're making it easier than ever for you to get the care you need.

"We've made great strides in improving the ease of access you have to your provider and healthcare in general. It's been a focus of our entire team and I'm extremely proud of the work they have done to make healthcare more accessible for our community. We know there is more to do and it is going to take time to address some of the major systemic issues in healthcare, but I'm optimistic that we are moving in the right direction," said CEO Elise Cutter, MBA.

We heard you

When Island Health began in 1962, our focus was to ensure critical healthcare services were available close to home. That continues to be our priority. We've taken a look at how we can best continue delivering the care that's most necessary in our community.

Our recent Community Health Needs Assessment along with our strategic planning process, helped identify needs and priorities to ensure the most accessible healthcare.

View the 2022-2024
Community Health
Needs Assessment

islandhealth.org/chna2022



Defining the needs

The greatest needs in our community mirror those across the country: not enough access to primary, preventative and specialty care. With 25% of our hospital district comprised of residents age 65 and older, the health needs of our community and demand for care will continue to increase as the 65+ age group is expected to grow.

What does "access to care" mean?

Simply put, it means the ease with which an individual can obtain medical services in a timely manner with the best possible health outcome. It means not only access to a provider, but also access to health insurance. And it means affordability and availability of care. We've been working hard to break down barriers—waiting for months to see a provider or waiting on hold to make an appointment. Here's how we're doing it:

1. Provider Recruitment
2. Health Education Programs
3. Call Center Improvements
4. Patient Portal Enhancements
5. Community Partnerships

Breaking
Down
Barriers to
Healthcare:

PROVIDER
RECRUITMENT

9

new providers
recently joined
our team

HEALTH EDUCATION
PROGRAMS

70+

events
throughout
the year

CALL CENTER
IMPROVEMENTS

1 min

or less
waiting
on hold

PATIENT PORTAL
ENHANCEMENTS

24/7

ability to
schedule
appointments


COMMUNITY
PARTNERSHIPS

3

neighboring
organizations help
deliver care

Submitted photo

1. Provider Recruitment: Expanding Primary & Specialty Care


 Meet our newest providers on [PAGE 18](#)

We know when you are not feeling well, you can't wait to see a provider.

Our vibrant community, beautiful island location and solid reputation enables us to attract highly trained medical staff. We recently welcomed six new primary and family care physicians, and three new specialty providers. We continue to recruit new providers and are focused on several key positions in 2023.

The addition of new medical staff means you'll be able to see a provider sooner and continue to receive award-winning care right here in our community. Your options are even greater with the expansion of virtual visits, the flexibility of seeing another care team member or visiting the Walk-in Clinic for minor illnesses and injuries.

2. Health Education Programs: Never Stop Learning

 See the full list of programs offered on [PAGE 5](#)

Island Health is also committed to offering free and low-cost health education classes and programs. The Health Education Department, previously known as Community Education, collaborates with Island Health providers, dietitians, respiratory therapists and other medical experts to provide diverse classes on preventative health topics. Community members have access to both in-person and virtual classes to learn about common health issues and wellness practices.

The Health Education Department also has community partnerships with the Anacortes Senior Activity Center and Hospice of the Northwest to offer free and important classes on aging. Additionally, we offer classes for expectant grandparents and those who have developed conditions such as hypertension, diabetes and osteoporosis over their lifetime.

Whether you're a new parent or a senior wanting to learn the latest tips on health and wellness, Island Health has programming for every age.

3. Call Center Improvements: Say Goodbye to Long Wait Times

We know how frustrating it is to be put on hold, especially when you're sick. Last year, we made a significant overhaul of our Call Center to help lower wait times and improve the patient experience.

- The average speed of answer decreased from over five minutes to under one. More than 80% of calls are now answered within 30 seconds.
- The Call Center now offers extended hours.

- Our phone call abandonment rate improved from 18% to 3% in one year.
- Our representatives direct messages to clinical staff in a more streamlined manner, so the care team can connect with patients on urgent matters.

Take control of your health—schedule regular appointments with your provider. Need a primary care provider? Speak with a Call Center team member today at 360.293.3101.

4. Patient Portal Enhancements: Your Health Information at Your Fingertips

Nowadays, we book travel, order groceries and schedule parent-teacher conferences all online. Accessing your healthcare has also changed with patient portals. Recent enhancements on the myIslandHealth patient portal make it easier than ever to schedule your care, 24/7, right from the comfort of your own home.

Convenient self-scheduling

Finding time during the day to call and schedule an appointment has been a source of frustration for busy patients. Now, appointments can be easily self-scheduled on the patient portal—no more calling on your lunch break and waiting on hold. You choose the date and time that works best for you. Island Health has had more than 726 patient appointments booked online since scheduling on the portal launched in August 2022.

Prompt care team messaging

It's important to let your healthcare team know right away if you have questions or concerns about your health, a medication you are taking or a recent lab result. Many times, these can be answered without scheduling an in-person visit. Instead of calling and leaving a message during office hours, you can send a message through the portal any time of day. Portal messages are reviewed and responded to within 48 hours—often less. There's no waiting on hold or waiting for a callback.



Easy online registration forms

Say goodbye to clipboards and paper forms! Now, you can complete some of the registration questionnaires on your personal device before your appointment. You'll receive an email notification which will prompt you to log in to your portal and complete your forms.

Check out the many other portal benefits:

- View, download or share a recent visit summary (including lab results, imaging reports or immunizations)—it's all there, in a timely fashion!
- Access family accounts all from one place. For parents or caregivers, patient portal proxy access is key to managing the care of loved ones.

If you have questions about how to use any of these features, please give our Portal Support team a call at 360.299.1385, or email them at portalsupport@islandhospital.org. They are happy to help you over the phone or, if needed, setup an in-person meeting.

Sign up today

Activate your myIslandHealth Patient Portal and view helpful step-by-step enrollment videos:

islandhealth.org/portal



Did you **schedule** that appointment?

 Schedule appointments any time - day or night

 myISLANDHEALTH Patient Portal

5. Community Collaboration: Neighbors Helping Neighbors

We are fortunate to have a strong trifecta of partnerships—neighboring organizations that work with us to care courageously for our community. In collaboration with the Anacortes Family Center (AFC), Anacortes School District and Anacortes Fire Department, Island Health has worked to break down barriers that prevent people from accessing healthcare; meeting them where they are and where the need is greatest.

The Anacortes Family Center



The Anacortes Family Center (AFC) provides shelter and transitional services to women, children and families to prevent homelessness. Island Health has created a pathway for AFC clients to see a provider within 30 days of their request. This is key because one qualifying element of participation in AFC's programs is to establish care with a primary care provider. This streamlined process guarantees appointments for AFC families to access healthcare, which may often be overlooked and challenging for families in crisis.

AFC has also partnered with Island Health on priority housing and childcare for income-eligible essential healthcare workers in their new building on 26th Street, which offers studios, one-bedroom and two-bedroom apartments with the first floor housing an Early Learning Center.

Anacortes School District

The collaboration with Anacortes School District (ASD) addresses a



critical need in our community for youth mental health services. Through generous community donations to the Island Health Foundation, Island Psychiatry & Behavioral Health provides two clinical social workers, psychiatric oversight and program management in the schools. By embedding social workers in the schools, geographical barriers are reduced and accessing mental healthcare can be made on campus at ASD's middle, high or Cap Sante schools. Over the years, the collaboration with ASD has grown significantly to meet the needs of our youth.



Anacortes Fire Department

Another beneficial collaboration is with the Anacortes Fire Department's Community Paramedicine Program (CPP). Led by paramedic Steve Monrad, the primary goals of this program are to:

- reduce unnecessary and inappropriate Emergency Department (ED) visits and prevent hospital readmissions;
- reduce 911 calls by high utilizers;
- refer underserved and vulnerable patients to appropriate health, social and community resources.

Island Health providers and staff, care managers and ED team contact Monrad with concerns regarding patients. By performing home visits, he reaches patients where they are, assessing physical and environmental concerns, documenting health information back to our care team, and engaging community resources to support the patients.

Most requested CPP visits are for elderly or disabled patients, although many visits are also related to mental health concerns and/or homelessness. Monrad's demeanor lightens the workload for our staff as he is always receptive and willing to support each individual.

Steve Monrad is an amazing human and his authentic kindness and empathy allows him to connect with vulnerable community members, which results in successful support.

*Patty Codd
Director of Results Management, Island Health*



5-STAR SURGICAL CARE

MEET OUR New Providers

Last fall, Monica Jacobus, MD, joined General Surgeons Keiran Melody, MD, FACS (left), and Mark Donovan, MD, FACS, to round out the Island Surgeons team, expanding access to surgical care in the region. Island Surgeons specializes in general, breast and laparoscopic surgery services.



ISLAND SURGEONS | 360.293.5142

Monica Jacobus, MD

General Surgeon

Medical School: Saint Louis University



Doc Talk: Getting to Know Your Gallbladder, featuring Dr. Jacobus on PAGE 4

What do you want patients to know about you?

I bring a renewed sense of open communication to my patients and their plans of care, which in turn helps them feel more comfortable with understanding their options before undergoing a surgical procedure or treatment.

What are some of your hobbies?

My family and I love to be outdoors. We enjoy nature hikes around Washington Park hunting for mushrooms, fish and shells; biking in our neighborhood; and, on lazy days, building with Legos, and making arts and crafts.

Why did you choose Island Health?

I love the culture at Island Health! My co-workers and partners are excellent, and as a community hospital, the focus on the health of our community is in Island Health's DNA.

Do you have a favorite health tip?

I love to talk about the importance of fiber! Fiber is very important for digestive and bowel health—issues I see a lot as a general surgeon, things like anal fissures, hemorrhoids and abdominal pain.



ISLAND WOUND CARE & HYPERBARIC MEDICINE | 360.899.4600

Perry Burrus, MD

Wound Care

Medical School: Medical College of George

Fellowship: Plastic Surgery

What do you want patients to know about you?

I care deeply about the physician/patient relationship. I believe it plays a vital role in allowing the patient to have the confidence that they are receiving the best quality of care. Patients should always have the opportunity to make informed decisions about every aspect of the care that they receive.

What are some of your hobbies?

My family and I love any outdoor activities we can do together. We also enjoy traveling, though it's hard to pick a favorite destination. We enjoy exploring new places together.

Why did you choose Island Health?

After living in Beaufort, South Carolina for over 20 years, practicing general surgery and raising my family, my wife and I moved to Anacortes with two of our school-aged children. Anacortes is a great family town with plenty of outdoor activities. I chose Island Health for their commitment to excellence in patient care.

What's one of your clinical interests?

I have a special interest on the effect of nutrition and exercise on the outcomes of wound care.



ISLAND SPORTS & SPINE | 360.299.4929

Jeffrey Krause, MD

Interventional Pain Medicine

Medical School: of Colorado

Fellowship: Interventional Pain Management

What is your favorite part of your job?

It is extremely gratifying to foster long-term relationships while serving as a guide in my patients' pain management recovery.

Why did you choose Island Health?

A Colorado native, the Navy brought my wife and me to Bremerton for four years while I served as an active duty anesthesiologist. With our free time, we would visit the San Juan Islands and fell in love with the area. When the opportunity presented itself to return to the PNW, we decided to take the plunge and move across the country one last time.

What do you want patients to know about you?

The goal I have with my patients is to implement the latest non-surgical, minimally invasive techniques to provide whole health, medical management and interventions that will give them lasting pain relief.

What are some of your hobbies?

Outside of work, I enjoy collecting coins, camping, mountain biking and fermenting things like beer, cider, kombucha and sauerkraut, to name a few.



Innovative pain blocking treatments at Island Sports & Spine on [PAGE 9](#)



ISLAND PRIMARY CARE – 24TH STREET | 360.293.3101

Ali Salari, DO

Family Medicine

Medical School: Midwestern University

What do you enjoy most about your job?

I am enthusiastic about helping our community stay healthy. My top priority is working together with my patients toward collective health goals.

What are some of your clinical interests?

I have a special interest in diabetes, as it can be such a devastating disease for an individual and their families. If we can control a person's diabetes and avoid the associated complications, it will make a dramatic impact for everyone involved.

What are some of your hobbies?

I enjoy being outdoors and exploring by hiking and trekking, especially the many trails of Mt. Erie. You can't beat the views there on a clear day. I also enjoy playing tennis and racquetball.

Why did you choose Island Health?

After living many years in Utah, I wanted to experience the outdoors in a different setting. I'm excited to try all the water activities Anacortes has to offer, especially kayaking.



Dr. Salari offers tips for diabetes management on [PAGE 23](#)



ISLAND PRIMARY CARE – 24TH STREET | 360.293.3101

Sara Weeks, DO

Family Medicine

Medical School: University of New England

Fellowship: Osteopathic Neuromusculoskeletal Medicine

What do you want patients to know about you?

I think about health holistically and love empowering my patients to learn strategies to improve their health and well-being. Changing some of the variables around relaxation, sleep, hydration, nutrition, exercise, mindset and community engagement can be life changing.

What are some of your hobbies?

Gardening and using my own vegetables and herbs in the meals I cook is very rewarding. This year I plan to incorporate more flowers. I also love dancing, especially Balboa, though tango looks fun, too.

Why did you choose Island Health?

My younger sisters and I were raised on Whidbey Island; living and working in Anacortes feels like coming home!

What drew you to your specialty?

Both Family Medicine and Neuromusculoskeletal Medicine are holistic. Rather than focusing on a single-organ system or a subset of patients, each evaluation considers symptoms within the context of the whole person—body, mind and spirit. With this, I am able to address structural restrictions in the body which can improve pain and enhance one's innate ability to heal.



ISLAND PRIMARY CARE – ORCAS | 360.376.2561

Evan Buxbaum, MD, MPH

Pediatrics

Medical School: Duke University

What do you want patients to know about you?

I've been a pediatrician for over 20 years and truly love the practice of helping young people stay well, heal and live their fullest lives.

What interests you in your field?

I have a special interest in the effect of developmental trauma on children's health and well-being. I'm also very interested in the impact of diet, sleep and social connectivity on pediatric health and development.

Why Island Health?

After 10 years living in Northern California, my partner Valerie and I decided to return to Orcas Island, and we are so excited to be back. Island Health has made tremendous improvements to the Orcas clinic and to providing a medical home to our island residents.

What is your favorite health tip for kids?

Get enough sleep! I work a lot with families to ensure that children and adolescents are getting enough good quality sleep, eating healthy, whole-food diets, and getting plenty of exercise and time outdoors. We work a lot on creating a good sleep environment and developing a healthy relationship with electronics.



ISLAND PRIMARY CARE – ORCAS | 360.376.2561

Jennifer Simpson-Manske, MD

Family Medicine

Medical School: Vanderbilt University School of Medicine

What do you want patients to know about you?

I specialize in taking care of whole families, from grandparents to infants and everyone in between. I enjoy meeting my patients where they currently are in their health journey and helping them move in the direction of greater health and wellness.

What drew you to Orcas Island?

I visited Orcas Island for the first time when I interviewed with Island Health. The staff was so welcoming and meeting with the Orcas Island Health Care District Board of Commissioners made me want to serve this unique community.

What are some of your hobbies?

After many years of living in New Mexico, I am excited to explore my passions of kettlebell, mountain biking, snowboarding, cooking and gardening here in the Pacific Northwest. My two Bernese Mountain dogs are looking forward to exploring the trails with me.

What is a clinical interest you have?

I have a special interest in diabetes prevention, preventative healthcare, nutrition and family planning.



Orcas Clinic Continues to Expand Services for Island Community

As Island Primary Care – Orcas approaches their two-year anniversary, improved access to care continues to be a primary focus. Since April 2021, we've added three medical assistants, three physicians and four physician assistants. The Island Health Medical Assistant training program, piloted at our Orcas clinic, has proven to be a successful training and recruitment tool for candidates interested in a medical career. The Orcas clinic has also expanded services to include women's health, specialty gynecological services and pediatrics.

Over the last two years, Island Primary Care – Orcas has seen over 12,700 patient visits, provided over 2,000 x-ray procedures and conducted over 2,000 labs. The enhanced collaboration with Orcas Island Fire & Rescue has helped our team provide quality care to islanders and visitors alike.

We now have at least four providers scheduled Monday through Friday, and have added patient exam rooms to accommodate our growing clinic.

When Island Health returned to the island, the Orcas Island Health Care District (OIHCD) planned to increase the number of patient exam rooms and we are excited to see this project completed. We appreciate the support of the community and the OIHCD. This expansion allows us to improve efficiencies and increase the number of patients we can care for daily.

To schedule an appointment with any of our Island Primary Care – Orcas providers, please call 360.376.2561.



Evan Buxbaum, MD, MPH
Pediatrics



Karen Caley Orr, PA-C
Family Medicine



Rachael Cleghorn, PA-C
Family Medicine



Susan Sandblom, ARNP
Women's Health



Jennifer Simpson-Manske, MD
Family Medicine



Jennifer Utter, PA-C
Family Medicine



Robert Wilson, MD
Family Medicine



12
Apr

Childhood Trauma's Effect on Health

Instructor: Evan Buxbaum, MD, MPH

Learn about the impact of adverse childhood experiences (ACEs) on health as well as the factors that help foster resilience and recovery. This talk will outline the revolutionary work taking place in this emerging field.

- Wednesday, April 12, 1 p.m.
- Online
- \$10



REGISTER TODAY:

Call 360.299.4204, or visit: islandhealth.org/aces

Emergency Services and Facilities Update



IMPROVED:

- CARE DELIVERY
- SAFETY
- SECURITY
- FLIGHT PATH
- PARKING

Island Health has been working on an updated master facility plan for several months and is excited to see the first project of the plan come to fruition in 2023. Through a federal grant that was applied for in 2019 and received in 2022, we will be relocating the helicopter pad from the north parking lot to the roof of our Acute Care Unit, closer to the Emergency Department (ED). This project also enables updates to the ED and main entrance (24th Street) to improve patient flow and security.

Island Health's helipad sees over 170 landings each year from Airlift Northwest, Life Flight and U.S. Navy helicopters.

Currently, medical teams travel the length of a football field each way to retrieve a patient from a helicopter and bring them to the ED to receive care. Relocating the helipad closer to the ED has the obvious benefit of enhancing timely delivery of care but also places the helipad where it was originally designed to be located when the hospital was built in 2004. The relocation of the helipad will then allow for additional parking in the north lot, which is greatly needed for patients coming to outpatient appointments.



Effectively managing our facilities and space is key to responding to the needs of our community.

Patient parking at the south end of our campus near the ED is very limited. This “back door” entrance should be used by emergency patients and staff only. Island Health will make interior modifications to contain the ED so that it becomes its own department with enhanced safety and security for staff and visitors. In order to create a true “front door” to Island Health, updates to the main entrance off of 24th Street will also be a part of this project.

The key benefits of the emergency services project are:

- more timely administration of care;
- increased safety for patients who are transported via helicopter;
- improved security and safety for patients and staff in the ED;
- improved flight path for helipad landings;
- improved parking and main entrance wayfinding for patients and visitors throughout the organization.

Geological engineering surveys and hover tests have been conducted to ensure the viability of the helipad relocation. The project is estimated to cost \$4.2M and will be funded through \$2.5M of congressionally-directed funds. Island Health is working with state legislators for additional dollars. Any remaining costs will be funded through philanthropic donations made to the Island Health Foundation and no operating funds will be used for this project.

The project is expected to begin this spring and take approximately seven months to complete.

We are thrilled to have received these federal dollars to help improve ED patient flow, create a more secure environment for our ED staff and patients and improve the patient experience throughout our facility.

Elise Cutter
CEO, Island Health

Being Proactive is Key to Managing Diabetes

Glucose is the main sugar found in our blood and is our body's main source of energy. We get glucose from the foods we eat. Insulin is a hormone produced in the pancreas and regulates the amount of glucose in the blood. When your body does not make enough insulin, or it stops responding to it, glucose builds up in the blood, resulting in Type I or Type II diabetes. Over time, both Type I and Type II diabetes can lead to multiple complications if not treated proactively.

Here are some ways to lower your risk of complications and keep your glucose levels in a healthy range.

Commit to managing your diabetes

Your care team can help with medications and support, but you must take your medications as prescribed. Focus on mindful eating and regular exercise; not on weight loss. Eat until you are no longer hungry, not until you're full.

Do not smoke or use nicotine

Diabetes is a disease of small blood vessels. Smoking damages the small blood vessels in your body, which will lead to accelerated damage to vital organs.

Control your blood pressure and cholesterol

Again, increased blood pressure and cholesterol levels damage small blood vessels, which increases your risk for heart disease and stroke. When discussing treatment options with your provider, focus on risk reduction and not on just lowering a number.

Get checked out

Schedule regular visits with your care team, including annual foot and eye exams, and semi-annual dental exams. Typically you will need two to four visits per year with your provider depending on how well your blood sugars are controlled.



Check out the Living Better with Diabetes class on PAGE 6



Keep your immunizations up-to-date

Diabetes lowers your immune system, which means an increased risk of certain infections. Routine vaccines such as influenza, COVID-19, pneumonia, hepatitis B, and shingles will help prevent illness and possibly hospitalizations.

Drink alcohol in moderation

Alcohol can increase or decrease your blood sugars. Men should limit themselves to two alcoholic drinks per day. Women need to limit themselves to one drink per day.

Take care of your mental health

A good night's sleep and regular activity will help your mental health as well. If you need help with your mental health issues, please discuss further with your provider.

Be an active participant in your healthcare by prioritizing your health and avoiding excuses. Lowering your risk of complications, leads to improved quality of life.



Ali Salari, DO, is a Family Medicine provider at Island Primary Care – 24th Street, treating patients of all ages. To schedule an appointment with Dr. Salari, call 360.293.3101.



Learn more about Dr. Salari on PAGE 18

Healthy Recipe



Warm Dijon French Lentils with Spinach

Considered a complex carbohydrate, lentils are an excellent source of both dietary fiber and protein. Dried lentils do not require soaking before being cooked and transform from dried to ready to eat in less than 30 minutes. One of the most economical proteins, dried lentils cost on average between \$1–2 per pound. French green lentils are special because they retain their shape when cooked, making them a good choice for salad. This recipe shines when served warm with a piece of grilled white fish and sliced lemon.

Servings: 6

Dressing:

- 1 Tbs chopped shallot
- 1 Tbs white wine vinegar
- 1 Tbs lemon juice
- 1 Tbs lemon zest
- 1 Tbs Dijon mustard
- 3 Tbs olive oil
- Salt and pepper to taste

Salad:

- 1 cup dried French green lentils
- 3 cups low sodium vegetable broth
- 4 sprigs chopped fresh thyme
- 1 cup chopped carrot
- 1 cup chopped celery
- ½ cup chopped red onion
- ½ cup chopped fresh parsley
- 3 cups torn fresh spinach leaves

Optional:

- ⅓ cup crumbled feta cheese

Directions:

1. Put lentils and thyme in 4 quart pot with 3 cups vegetable broth. Bring to a boil, then turn down to medium low and simmer 15 minutes.
2. Add carrots, celery and onion to the pot of lentils. Cook an additional 5 minutes.
3. Drain and let mixture sit at room temperature while you prepare dressing.
4. Combine shallots, vinegar, lemon juice and zest, and mustard. Whisk in olive oil until well mixed. Salt and pepper to taste.
5. Pour dressing over lentil mixture, stirring to thoroughly coat. Add parsley, spinach and feta cheese, if desired.



Amber Phillips, MS, RD, is an Island Health Registered Dietitian, helping patients learn sustainable nutrition practices to enrich their own health story. To schedule an appointment with Amber, call 360.299.4906.



Imagine your legacy
TRANSFORMING
an entire community.

Imagine knowing that your generosity will save not just one life, but many. Imagine the effects of your hard work carrying on for generations to come.

Planned giving can do just that. With a legacy gift, such as a bequest or estate gift, you can ensure future support for the patients, their families and the medical services at Island Health.

During the summer of 2022, the Island Health Foundation received a bequest of stock from Mrs. Liyu 'Meilin' Swain with an estimated value of \$1.6 million dollars. Meilin named Island Health as a beneficiary of her investment accounts as a tribute to her late husband, Spencer Swain, who passed away in 2011. Spencer battled cancer for three years during which time he received care at Island Health. As a grateful patient, he named Island Health as a beneficiary of his estate and Meilin chose to honor his legacy through her bequest.

A retired Lieutenant Colonel in the Marine Corp, Spencer served during World War II. Following his military service in 1968, he moved to Taiwan to work in the boat building industry. There, he met Meilin who was working in the office at the time. They moved to the U.S. in 1973 and were married.

Spencer loved racing sail boats and commissioned a boat to be built by his company in Taiwan. He also loved aviation.

Meilin prided herself in taking care of Spencer. She loved to cook, garden and manage her stock investments.

The Swains moved to Anacortes in 1990. They were members of the Anacortes Yacht Club where Spencer served as Commodore. He also served as a Commissioner for the Port of Anacortes.

Both were grateful for the care they received at Island Health in their time of need, including the Emergency Department, Acute Care Unit and the Island Cancer Care Center.

Although they have been laid to rest, the legacy of their gift will strengthen local healthcare and improve the lives of those who turn to Island Health for care for generations to come.

Begin a conversation about your legacy in our community today. Contact your financial advisor or Foundation Director Janie Crane at 360.299.4247.



Welcome New Board Members

With a commitment to quality, local healthcare, the IHF Board of Directors are passionate about preserving and growing access to local healthcare and enthusiastically welcomes David Bjornson, Hillary Haug, Meridith Stoneman, Mike Ward and Paul Zawila to its Board of Directors.

Why do you want to serve on the Board of Directors?



David Bjornson

"Island Health is a gem—a real strength in this community."



Mike Ward

"I can't think of a better organization to support than IHF, especially with its nexus to Island Health and the larger community it so critically supports."



Hillary Haug

"This is a vibrant community, made more so by the strong medical care presence. As our population grows, so must our ability to care for it."



Paul Zawila

"I hope to use the opportunity to serve on the Foundation Board of Directors to contribute to community improvement."



Meridith Stoneman

"I strongly believe in equal access to healthcare and the critical importance of rural hospitals to the welfare of our community, state and nation."

The Foundation Board of Directors provides invaluable expertise that guides operations and stewards philanthropy towards its maximum impact.



Businesses that champion healthcare close to home



- Anacortes Lions Club
- CarePayment Technologies
- Dakota Creek Industries
- Puget Sound Kidney Center
- Rockfish Grill & Anacortes Brewery
- Thomas Cuisine
- Knights of Columbus
- Kristine Stultz Real Estate
- Seattle Yachts

We thank these businesses for their philanthropic partnership in support of 5-star care at Island Health.



ISLAND HEALTH FOUNDATION PRESENTS THE 20TH ANNUAL
GALA OF HOPE

EMERALD EVER AFTER

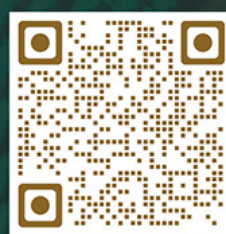
SATURDAY, APRIL 29, 2023 | SWINOMISH CASINO & LODGE

Heartstrings "Raise the Paddle" will be dedicated to supporting
 Diagnostic Technologies at Island Health.

DINNER AUCTION TICKETS
\$150 On sale NOW
 360-299-4201
 Corporate sponsorships available.



www.islandhealthfoundation.org | 360-299-4201



Raising Funds for Diagnostic Technologies

At 88, Fred Stilwell, a retired special agent for Naval Criminal Investigation Service (NCIS), has been coming to Island Health for over two decades. He is more than grateful for the Diagnostic Imaging (DI) department and its high quality of care.

"I've had every kind of scan you can imagine: X-ray, MRI, CT. They even gave me an EKG when I came to the Emergency Department after I fell off my horse. And every time, without exception, I have been given the absolute best treatment. Recently I had an ultrasound as part of my follow-up after kidney cancer, a cancer first detected by this department with an MRI."

Whether it is a fall or a cancer diagnosis, immediate imaging can save lives, lead to faster, more accurate care, and reduce the probability of a patient needing to be transferred, wasting precious minutes.

Access to DI is a vital component of patient care.

It allows doctors to see what is going on inside the body which provides information needed to determine the next step in one's care.

Island Health Foundation's 20th Annual Gala of Hope, *Emerald Ever After*, on Saturday, April 29 will dedicate funds raised through the Heartstrings Appeal to diagnostic technologies. With diagnostic technological advancements changing rapidly, funds raised will ensure the 5-star care at Island Health is on the leading edge.

In addition, proceeds from the Gala of Hope will sustain funding for mental health support programs, health education, including diabetes education, relief grants for cancer patients, and more.

Guests are invited to roar, flap or find their way into 1920s Speakeasy attire as they dine with friends, bid on carefully curated auction items, and raise their paddle high in support of 5-star care at Island Health during this one-of-a-kind experience.



I've had every kind of scan you can imagine... And every time, without exception, I have been given the absolute best treatment.

Fred Stilwell
 Island Health patient

Island Health Foundation has received caring donations recognizing loved ones.

Gifts in Honor

- James Abbey, MD
- Cindy Anderson
- Kim Bailey
- Tom Barntz
- Patt Bell
- Robert Billow, DO
- Tom Bluhm
- Elisha Botnick, DO
- Sharon Brown, AGPCNP-BC
- Marilyn Brown
- Margie Campbell
- Island Cancer Care Nurses
- April Carlson
- Stephanie Clark
- Patty Codd
- Les Conway, MD
- Janie Crane
- Gail Kristin Crosby, MD
- Dana Cunningham
- Justin Curran, DO
- Elise Cutter
- Rachel Daly
- Sarah Edwards
- Christina Fischer
- Paula Fors
- Lauren Gansemmer
- Julie Gass, LMHC
- Randy Gerth
- Bo Gillentine
- James Glade
- Kim Graf
- Eric Hao
- Ashley Heath
- Jason Hogge, MD
- Stephen Horras, MD
- Island Emergency Care
- Island Health Foundation
- Island Health Nurses
- Island Health Staff
- Jan Iversen
- Aaimee Johnson
- Charles Kotal, MD
- Rachel Lambert
- Barb LeDuc
- Lisa Lee
- Dina Lofgren
- Rhonda Lowry
- Tucker Madden
- Deanna Marshall
- John Mathis, MD
- Anita McCoy
- Kieran Melody, MD
- Dick & Fran Moore
- Laura Moroney
- Kendall Moyle
- Tammy Needham
- Paisley & Paxton Nye
- Judy Odegaard
- Johnalee Otten
- Ray Ould
- Vidhu Paliwal, MD
- Jon Peterson, DO
- Melody Pettingill
- John Phillips
- Jessica Reik
- Robert Rieger, MD
- Erin Rieger, ARNP
- Kathleen Rodgers
- Sarah Rozycki
- Jon Scallan
- Jonathan Shafer, MD
- Marcy Shimada
- Bill Sjolín
- Stacia Smith, MD
- Helen Smith
- Karla Smith
- Oliver Stalsbrotten, MD
- Alex Starr
- Julie Stewart
- Island Surgeons
- Meg Sweeny, MD
- Jennifer Taylor
- Michael Taylor
- Kess Walp
- Kate Woyski
- Jodi Yeager

Gifts in Memory

- Beulah (Boots) Anderson
- Norm Allen
- Gene Anderson
- Jeanie Arneson
- Carolyn Blesdoe-Teezers
- Barbara Caravan
- Bill Collins
- Les Cooper
- Tyler Dale
- Paul Dever
- Elly Durksen
- Diane Edison
- Bob Englund
- Thomas Evans
- Sheila Gifford
- B.J. Gollsbj
- Renee Grant-Williams
- Helen Grigsby
- Diane Groves
- Michael Herbert
- Scott Hoskinson
- Linda Hunt
- Von Kuehn
- Jim Kirk
- Dawn Lebel
- Victor Lebel
- Vernon Lovelace
- Anne MacLean
- Robert McCaffery
- Letty McPheoran
- Laura Mueller
- Pamela Munson
- Steven Neighbors
- Barry Newsom
- Ann Olich
- Elaine Oliphant
- Jerry Olmstead
- James Parker
- Jeff Parker
- John Phillips
- Sharon Rein
- Janet Schwartz
- Newell Sheffer
- Mary Stapp
- Andy Stevens
- Naomi & Daniel Stone
- Bob Strickert
- Liyu & Spencer Swain
- Mary Till
- Chris & Marcus Whatley
- Jo Wheeler
- Herbert Zimmermann, MD



To remember or honor someone with a donation, please call 360.299.4247 or visit:

myihf.org/donate



Sharing Time and Talent at Island Health



Volunteering at the Island Health Surgery desk is definitely the right choice for me; there is never a dull moment, and the staff, nurses and doctors are so kind, supportive and appreciative of the volunteers.

*Mary Allsop
Surgery Desk*

There are many reasons people choose to volunteer. For some, it's a way to give back to the community, and for others, it's a way to develop new skills or build on existing ones. Island Health volunteers are the heart of our uncompromising dedication to the community.

Volunteers provide a friendly face while helping patients, family members and visitors with wayfinding and answering questions. They contribute to patient satisfaction and help reduce worry of family members when waiting for a loved one in surgery.

As an Island Health volunteer, you receive complimentary meals at Island Bistro, as well as complimentary coffee and tea while on your shift. We are also proud to offer our cardiopulmonary gym to our volunteers for use during non-patient hours.

Many of our volunteers have developed lasting friendships through their commitment of time and talent. They state that the best benefit of being a part of our program is the extreme sense of pride and empowerment they feel in giving back to our community.

Once a year during National Volunteer Appreciation Week, we invite our Island Health Volunteers for a celebration luncheon to show how much they are appreciated. It is a time where new and longtime volunteers come together with our staff, to be acknowledged for the work and care they have shown Island Health and our patients. Our volunteers are amazing!

Looking to the future

This year many volunteers retired, including some who have been here since 2001 and have given more than **10,000 hours** of their time to our organization.

This opens the door for several volunteer positions at Island Health in many departments. Various days and shifts are available for Greeters, Laboratory and Surgery volunteers throughout the week. In many other positions, volunteers can decide with the department manager a day and time that works for their schedules.

Volunteer Opportunities:

- Finance
- Greeter—Main Entrance
- Lab Services Desk
- Marketing & Community Relations
- Pastoral Care—Chaplain



Working with such a great professional and caring staff makes volunteering at Island Health such a fulfilling experience.

*John Anderson
Surgery Desk*

Join us!

The current requirements for volunteering at Island Health are:

- Be at least 18 years old
- Commit to volunteering for at least six months, serving a minimum of 100 hours
- Pass a background check
- Pass a health screening and provide vaccination records
- Attend a two-hour orientation
- Complete annual NetLearning modules

We are currently working on getting our youth volunteer program up and running and hope to have it in place by summer 2023.

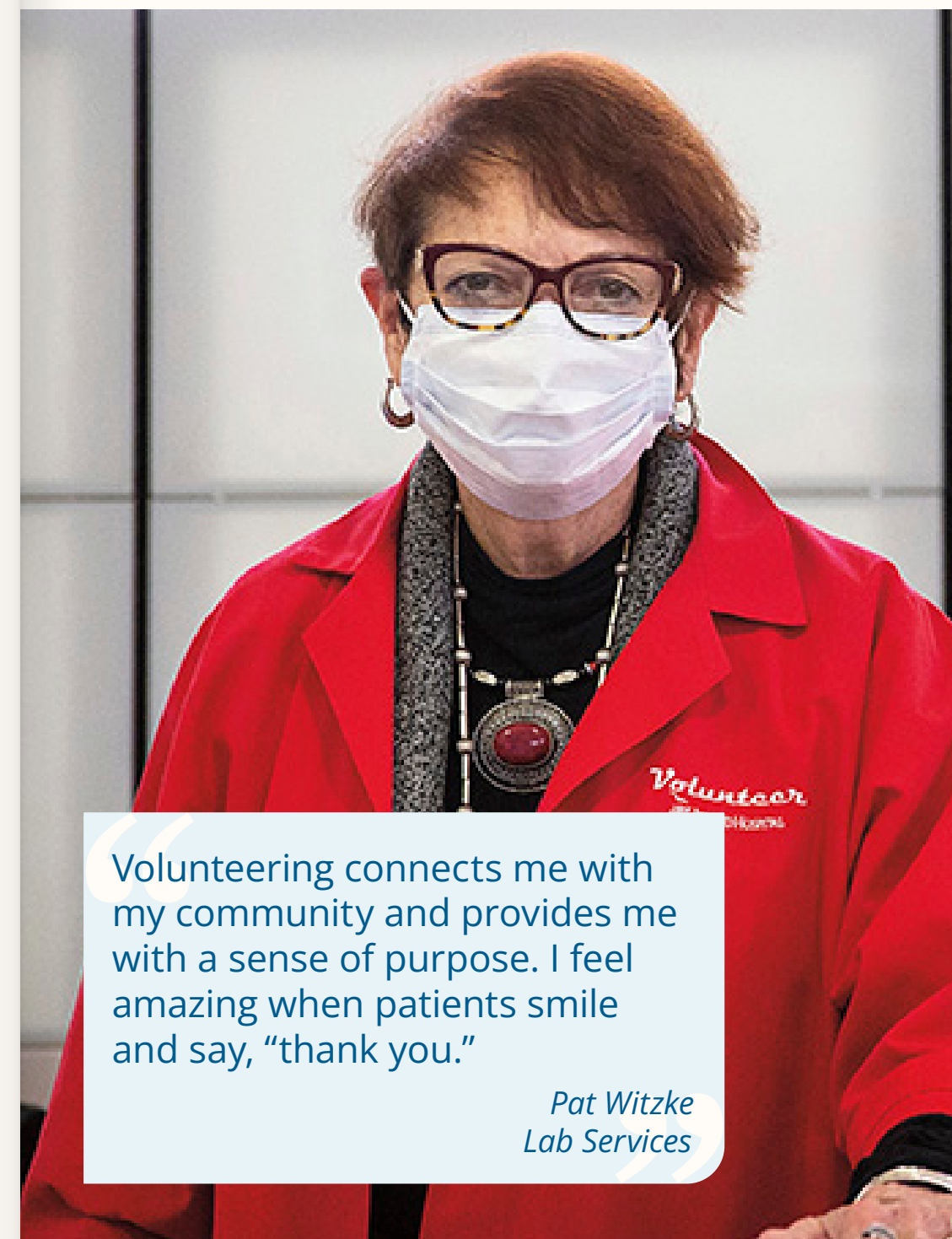
Contact our Volunteer Services department to find out how you can help put your talents to work, making a difference for our patients and staff.



VOLUNTEER SERVICES:

Call 360.299.1397, or visit:

islandhealth.org/volunteer-services



Volunteering connects me with my community and provides me with a sense of purpose. I feel amazing when patients smile and say, "thank you."

*Pat Witzke
Lab Services*

By the numbers:

63

total active volunteers

19

departments supported by volunteers

22

new volunteers recruited in 2022

3,880

volunteer hours contributed in 2022



Connect with Us

360.299.1300

islandhealth.org



Sign up for our newsletter

Call 360.299.4204, or visit:

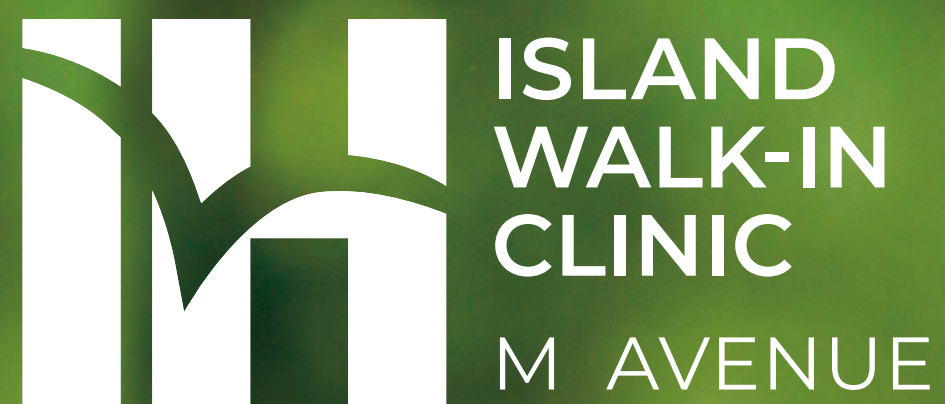
islandhealth.org/newsletter



For all your unexpected

springtime sniffles.

We're here for you.



Open every day

No appointment necessary

Monday-Saturday, 7 a.m.-7 p.m.

Sunday, 9 a.m.-5 p.m.

Holidays, 9 a.m.-3 p.m.



360.293.3101

2511 M Ave, Anacortes, WA

islandhealth.org/walk-in