

Reimagining how we care

MultiCare in the Inland Northwest: 2023 Report to the Community



MultiCare in the Inland Northwest: *2023 Report to the Community*

Over the past year, health care systems nationwide faced a number of challenges and changes. For those of us in MultiCare's Inland Northwest region, one lesson stood out through it all — collaboration is key.

Through collaboration, we were able to rethink how we approach health care and, in turn, better serve our community. We saw improvements in the measures we use to gauge quality. And we grew patient access by recruiting staff, opening new clinics and expanding pharmacy access hours.

Our teams embarked on innovative initiatives that brought forward fresh ideas to enhance how we operate, work together and care for patients, including new technologies and care models.

We continue to foster our community partnerships: the annual Heart Strings benefit concert raised \$525,000 for the MultiCare Deaconess NICU; the Bridge to Brunch 5K raised \$12,000 to support behavioral health services in the region; and MultiCare's Community Partnership Fund awarded \$200,000 to 15 local nonprofits.

None of this would have been possible without our incredible group of caregivers, advocates and leaders in the Inland Northwest. Now we take that momentum with us into the new year and continue reimagining the role we play in the community. Thank you for being part of that journey.



Sincerely,

A handwritten signature in black ink that reads "Alex J." in a cursive, flowing script.

Alex Jackson

SVP/Chief Executive,

MultiCare Inland Northwest Region

Creative approaches to building and enhancing our workforce

Building a culture of trust to grow and retain our teams

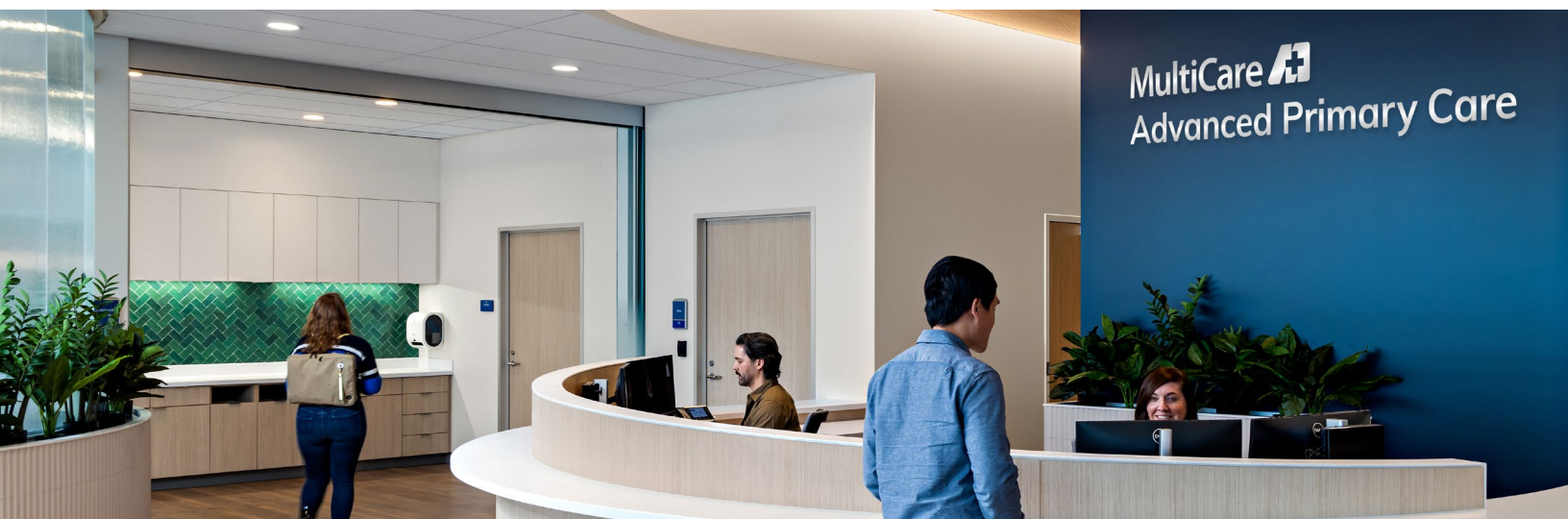


As health care organizations across the country face staffing shortages, MultiCare is taking an improved approach to growing and retaining our teams through internal career growth, innovative recruitment efforts and embracing a culture of inclusion and safety.

In the Inland Northwest region, we have an established and comprehensive approach to supporting our employees' career goals through certification pathways, such as our CMA, CNA and nurse tech programs, and ever-growing nurse residency and fellowship offerings.

Our human resources and recruitment teams are finding new ways to reach candidates, including recurring in-person and online job fairs and hiring events, as well as collaborating with a nationwide sourcing team to bring talented professionals to our region.

All these efforts reflect our dedication to creating a work environment that is inclusive, respectful and rooted in safety. Through our culture of trust, and journeys to belonging and high reliability, we're taking deliberate steps toward empowering our staff to show up as their authentic selves.



Primary care team model improves access, provides mentorship

In response to the growing demand for primary care access, MultiCare Rockwood Clinic implemented an innovative approach to teamwork with a new care team model.

The model partners primary care providers with additional care team professionals, such as physician assistants and nurse practitioners, who work together to provide comprehensive coverage for patients. As high-quality, licensed professionals, every member of the team can meet all patients' needs and communicate with one another to ensure a seamless approach to care.

Throughout the year, 24 care teams of two or three members each were established within Rockwood Clinic primary care locations across the region. By having multiple providers assigned to each patient, they're able to provide daily appointment access and improve provider/patient communication.

Additionally, the model provides mentorship opportunities for care professionals early in their careers to partner and learn from providers with decades of experience.

Nurses pave the way in improving domestic violence emergency care

Through a staff-led initiative, more than 500 nurses received comprehensive training on domestic violence and nonfatal strangulation identification, care and forensic evidence collection in 2023.

After Washington became the first state to recognize nonfatal strangulation as a result of domestic and intimate partner violence, this team of emergency department (ED) nurses created a forensic evidence collection kit that was approved by the Washington State Crime Lab.

The kits are now available at the MultiCare Deaconess and MultiCare Valley emergency departments, as well as the Deaconess North Emergency Center.

With a focus on compassionate, trauma-informed care and reducing implicit bias in the care of domestic violence survivors, education is provided on a regular basis to staff, ED residents and all new Inland Northwest ED hires.

2023 *by the numbers*



16,459

hospital admissions

523,000

Rockwood Clinic visits



2,158

babies born

COPE Health Scholars



138 scholars completed



\$12,000

raised at Bridge to Brunch

15,761 hours



80,000

Indigo visits

202

volunteers

16,073

hours served



21 research studies

88 participants enrolled

\$200,000

granted through
Community Partnership Fund



24

Sparrow CMA
program graduates

\$66,980,000

provided to patients in need
through our financial assistance program



(across all MultiCare regions)

Filling the care gaps *through collaboration*

Expanding behavioral health access to NE Spokane

In Northeast Spokane sits a hub for community resources — The Northeast Community Center (NECC). The one-stop shop provides access to child care, a senior center, financial and employment assistance, food security, doctors, dentists, a pharmacy, and many other services.

MultiCare partnered with NECC over the past year to add yet another critical resource: MultiCare Behavioral Health Northeast Spokane. When fully staffed, the clinic will employ more than 20 outpatient behavioral health providers, therapists and peer counselors to serve all age groups through in-person or virtual sessions for individuals, families or groups.

In addition to bringing access to a neighborhood in critical need of such services, the NECC location was chosen for its proximity to two local schools. Thanks to road quieting and partnerships between the center and schools, students can now cross the street with a hall pass to receive counseling during the school day.

Compassion and access are key to substance use disorder care

Six years after MultiCare Rockwood Clinic established the Healthy Behavior and Function Clinic, its impact on care in the region has only grown.

As Spokane County's designated Washington State Health Care Authority's Hub and Spoke program, more than 1,700 patients received low-barrier and compassionate medication treatment for opioid use disorder over the past two years.

In tandem with medical care, the program includes a nurse care manager and care coordinator who provide support and referrals to services such as housing, food and transportation. Many of the program's patients also have mental health and other substance use disorders.

In their commitment to low-barrier care, the Healthy Behavior and Function Clinic welcomes all patients, including those persisting in substance use. Patients are never discharged from care for missing appointments, and the clinic has implemented a waitlist each day to provide as much access as possible.



Teaming up to fill pediatric services gap in the INW

For years, children in need of pediatric rehabilitation services in the Inland Northwest region have either traveled hours across the state to receive care or missed out entirely.



Seeing the need for these services continue to grow, MultiCare Mary Bridge Children's and Shriners Children's Spokane hospitals teamed up to find a solution. Two Mary Bridge Children's physical medicine and rehabilitation providers now visit the Spokane Shriners clinic six days a month to meet with patients.

Not only does this partnership save children and their families the time, expense and stress of making the cross-state journey, it's also improving health outcomes thanks to the interdisciplinary approach to care. With the ultimate goal to help patients live comfortably and reach their potential, many are able to avoid more surgeries and recover more quickly.

Rethinking how we care through community initiatives

Community Partnership Fund recognizes needs beyond health care



In 2023, the MultiCare Community Partnership Fund awarded \$200,000 to 15 area nonprofits in support of their mission to care for our community.

At MultiCare, we recognize that health and healing stretches far beyond our walls. To better support the variety of challenges our residents face, we partner with many community organizations who work tirelessly to meet those needs.

From housing and food assistance, to suicide and domestic violence prevention, to behavioral health and peer counseling access, these organizations support not only the physical and emotional well-being of our community, but also break down barriers to living a safe, thriving life.

Expanding access for our tiniest patients through music



The fifth annual Heart Strings concert, a night of music, fun and community, raised \$525,000 in support of the MultiCare Deaconess Hospital Neonatal Intensive Care Unit (NICU).

As one of the region's only NICUs, it's critical to have these funds available to support and expand access for babies born prematurely or with serious health conditions.

Hosted by the MultiCare Inland Northwest Foundation, more than 430 guests enjoyed a live auction, stand-up comedian Aaron Weber, the moving story of a MultiCare labor and delivery nurse, and got a behind-the-scenes look at the music of Thompson Square, Scotty Emerick and Danielle Bradbery.



Building healthy habits through Hoopfest

As the official medical provider of Hoopfest since 2017, MultiCare was excited to expand our participation in the world's largest three-on-three basketball tournament in 2023 by sponsoring 20 youth teams.

At MultiCare, we believe that everyone should have access to the tools they need to live a healthy life, and that starts with building healthy habits at a young age. One way to do that is through sports and activities that teach the importance of physical activity and being part of a team.

In partnership with MultiCare Mary Bridge Children's Hospital, the teams of elementary and middle school students were selected from some of Spokane's lowest-income schools. For many of these students, this was their first time playing in the tournament or on an extracurricular team.



Partners provide support and care *for the whole life experience*

Spokane students find lifeline in CISSC

Through mentorship and safe spaces for groups to gather, Communities in Schools of Spokane County (CISSC) supports students from all backgrounds in achieving academic, behavioral and attendance success.

As part of the nation's largest dropout prevention organization, CISSC has site coordinators embedded within 22 local schools. Ninety-six percent of their students live in poverty, and many face homelessness.

Through offerings such as food and clothing pantries, hygiene and school supplies, one-on-one meetings, and group activities, CISSC staff are focused on building long-lasting, trusting relationships with students to empower them to change their futures.

EWU dental clinic improves education and access

As the only true Bachelor of Science in Dental Hygiene in Washington state, Eastern Washington University (EWU) is helping fill severe widespread shortages in the dental workforce while also providing dental care access to area residents.

The EWU Dental Hygiene Clinic gives students the opportunity to put their classroom lessons to work on real patients. Those patients benefit from lower-cost, high-quality and efficient care at the clinic, which provides dental hygiene cleanings, cancer screenings, local anesthesia and restorative services such as fillings.

Students graduate with hours of hands-on experience under their belt, as well as mentorship from local dental professionals and professors with years of experience in the field.

NRCC supports Spokane's Hispanic community

Through one-on-one counseling and peer support groups, Nuestras Raíces Centro Comunitario (NRCC) supports the Inland Northwest's Hispanic community on their health and growth journey.



What began as a way to promote and support Hispanic-owned businesses and professionals has since evolved into a comprehensive one-stop-shop for economic development, advocacy, education and social services. Through every interaction and connection, NRCC stresses the importance of having and expanding culturally appropriate resources and removing barriers often faced by these communities.

For many participants seeking support in their health care journeys, the first step is often the hardest. Advocates and case workers help them overcome that challenge by accompanying participants to their appointments, translating for them and discussing next steps to ensure they're set up for success. While much of their time is spent providing education, NRCC is also focused on establishing trust between the Hispanic community and those who are there to help them.





MultiCare 