

# *Reimagining* how we care

MultiCare in the Yakima Region: 2023 Report to the Community



# MultiCare in the Yakima region: *2023 Report to the Community*

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In many ways, our inaugural year with MultiCare was defined by growth — we enhanced access in some areas and preserved local access in others. We recruited new clinical team members and launched a Culture Team.

Everything we do is with an eye toward improving community health and well-being — that is the legacy of our hospital and clinics, and we have worked tirelessly to build upon that storied past. This year marked the successful return of Fiesta de Salud, and it also brought an important first — the launch of MultiCare’s Community Partnership Fund in the Yakima region to support local nonprofits.

None of these achievements would have been possible without the hard work of our employees and the support of our community partners. Thank you for your unwavering commitment to MultiCare’s mission — partnering for healing and a healthy future.

I invite you to explore a sampling of our 2023 achievements highlighted in this report. It’s been a privilege to work alongside such a dedicated, collaborative team, and I look forward to building upon our successes in 2024.



Sincerely,

A handwritten signature in black ink that reads "Tammy Buyok".

**Tammy Buyok**

President,

MultiCare Yakima Memorial Hospital & Yakima Market Leader

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## Empowering our people: Creating a positive, thriving culture

Delivering high-quality care begins by fostering an excellent workplace environment. In 2023, we committed to creating a culture that values the voices and experiences of our staff and empowers them to play an active role in the mission, vision and values of our organization.

Yakima’s new Culture Team comprises staff from a variety of credentials and areas of expertise who will lead the way in these efforts. They will meet monthly and use data from our employee engagement surveys to work on recognition efforts for staff and opportunities for collaboration, connection and belonging.

# *Commitment to meeting community needs beyond health care*

## Support beyond the bedside: Community Partnership Fund

In its inaugural year in the Yakima region, \$100,000 was awarded to 12 local nonprofits through the MultiCare Community Partnership Fund.

At MultiCare, we know living a healthy and thriving life goes beyond caring for our physical health. This program helps us form connections outside our walls, address all the needs of our communities and improve quality of life in our region.

Recipients are leading the way in important efforts, including behavioral health, food and housing insecurity, education, health equity, and access to a range of support services and care needs.



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## Reinforcing our bonds with the community: Fiesta de Salud

After a three-year hiatus, Fiesta de Salud returned with a celebration-worthy turnout. As a convergence of health, community and culture, the event brings free preventive services and educational resources to those who may not typically have access, and reinforces our dedication to the diverse communities we serve.

More than 4,000 people attended, with nearly 1,300 of those receiving free blood pressure checks and screenings for diabetes, cholesterol or colorectal cancer. With support from the Memorial Foundation, providers were on hand to discuss results with participants, many of whom had not seen a provider in years, and discuss next steps and available resources.

As a catalyst for change, Fiesta de Salud is an opportunity to promote preventive health practices, share resources on nutrition and active lifestyles, and provide needed support such as school supplies for children.



## 2023 *by the numbers*



recruited  
**100** new  
registered nurses (RNs)



**43**  
internal nursing  
assistant training  
program graduates



**12.4%** growth in  
primary care access



**86,731**  
emergency visits



**2,376**  
births



**811**  
home health admits



**3,163**  
inpatient surgeries



**14,397**  
inpatient admissions



**12,574**  
outpatient surgeries



**5,582**  
outpatient admissions



**40**  
free mammograms  
provided at community  
screening events



**\$7.2** million  
raised through  
Memorial Foundation  
(January-October)

# Improving care and access through innovative approaches

## Expanding orthopedic care

We improved access and grew regional services in Yakima through our new affiliation with Orthopedics Northwest, PLLC, Yakima's only orthopedics practice.

Under its new name, MultiCare Orthopedics Northwest, more than 70 clinical support staff joined our team. It will grow as we expand coordination between the hospital and specialty care clinics, allowing us to deliver the most advanced treatments.



Through our team approach, we'll provide a broad spectrum of orthopedic and sports medicine care. To care for patients in all stages of life, our athletic trainers will also work in area high schools and colleges.

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## New Children's Village protocol provides peace of mind

Spurred by tragedy that struck the Yakima community, the occupational therapy team at MultiCare Children's Village launched an enhanced wandering elopement protocol.

Adding to its extensive set of support and treatment services, the new protocol lowers the risk of elopement through individual, group and home-based therapies, and by equipping at-risk children with GPS tracking devices.

Wandering is a concern with children on the autism spectrum, as they may lack safety awareness and verbal development. Whether they're already receiving care at the clinic or referred by their pediatrician, new patients will be screened by Children's Village staff for elopement risk and set up with GPS devices.

Between January 2023 and March 2024, more than 200 GPS devices were provided in partnership with Memorial Foundation to families in the Yakima region. The devices clip to a child's clothing or backpack and can be tracked through a caregiver's phone. The protocol has since spread to other clinics for implementation.



## Veteran Advocacy Program supports those who have served

The MultiCare Yakima Memorial Veteran Advocacy Program ensures that the community's nearly 11,000 veterans receive the best care and service possible, including support and advocacy for their needs that go beyond our walls.

The program team works to identify the specific needs of the veteran population and the barriers they face in receiving that care. Whether it's ensuring their veteran status is known for appropriate care and referrals, or helping them navigate the often-challenging documentation process, veterans are supported along their journey toward health and healing.

Every veteran who visits Yakima Memorial is contacted by the Veteran Advocacy Program to receive education and connection to internal and external resources. One of the most important issues the program addresses is ensuring every point of contact is up to date on the veteran's current treatment plans and medications.

In 2023, more than 650 military veterans were provided education and support through our hospital. Veterans make up 18 percent of the 65 and older age group in Yakima and account for approximately 15 percent of the general inpatient population at Yakima Memorial.

Looking to the future, the program team is on a mission to identify and contact every veteran in the Yakima community and ensure they're receiving the care and benefits they deserve. Regardless of how long a veteran served, there are certain benefits they're eligible for and might not be aware of.

# Looking to *the future* in the Yakima region

## Streamlining and expanding the care experience with MultiCare

As we look to MultiCare's future in the Yakima region, we've set our sights on how to grow access and improve the overall patient experience.

That work will begin with the implementation of Epic, MultiCare's electronic medical record platform, across all Yakima locations. Epic will allow for more streamlined patient care coordination — whether in the hospital or our primary or specialty care clinics — by granting providers access to patients' full medical records.

With Epic, patients will also gain access to MyChart. Through the online portal, patients can communicate with their care team, request prescription refills and access test results sooner, as well as schedule some types of appointments without having to call.

As our tools for care develop and grow, so will offerings in the Yakima region, including an off-campus emergency department, ambulatory surgery center and endoscopy center. MultiCare Indigo Urgent Care will also open their first location in the region to ensure access to whatever level of care patients may need.



