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NEWSLETTER
SUMMER 2018

**S K Y L I N E
H O S P I T A L**

Serving the Gorge Communities
www.skylinehospital.com

SKYLINE NEWS



Dear Neighbors,

I would like to take this opportunity to thank you for trusting Skyline Hospital with your health care needs. Skyline has been a vital part of our community for more than 60 years, and our highly skilled team is proud to offer local high-quality care and services.

Rural health systems like Skyline Hospital are a lifeline for many of us who live in small communities. Local health care not only ensures easy access to necessary medical services, it is also a major contributor to the local economy by creating jobs in the community. Skyline is one of the largest employers in Klickitat County employing 160 people with an annual payroll of more than \$11 million.

We take our role in the community seriously. From our facility to our technology to the people who care for you, we do in a way that sets us apart from the ordinary. This is apparent in our most recent patient satisfaction scores, which ranks Skyline third (based on a set of specific questions) when compared against 79 of the 112 hospitals in Washington State. This high-level of achievement is due to the dedication and commitment of Skyline's physicians, employees and volunteers who continually strive toward excellence. See page 9 for more details on the survey.

All of us at Skyline believe deeply in our mission of providing an exceptional level of health and well-being in our community. We strive to deliver the highest levels of quality, safety and customer service, while constantly finding more ways to improve — all of this with an eye to the future.

As we prepare for the opportunities ahead, we will continue to base our decisions on the needs of those we serve. And, whether you need to find a physician, are preparing for a medical procedure or are simply interested in learning more about optimizing your health and wellness, Skyline is here to help you and your family.

We consider it a privilege to be your health care provider and welcome the opportunity to serve you now and in the future.

In good health and with warmest regards,

Robb Kimmes

Chief Executive Officer
Skyline Hospital

Skyline Hospital

www.skylinehospital.com

Administration

Robb Kimmes, chief executive officer

Les Dewey, chairman, hospital board of trustees

Russell Smith, M.D., chief of staff

Skyline Hospital

211 Skyline Drive, White Salmon, WA 98672

509-493-1101 www.skylinehospital.com

A critical access hospital providing acute, emergency, trauma and transitional care. Other services include primary care, laboratory, radiology, cardiopulmonary, neurology, podiatry, ear, nose & throat and surgical services.

Skyline Medical Clinic

211 Skyline Drive, White Salmon, WA 98672

509-637-2810 www.skylinehospital.com

An outpatient clinic offering primary and specialty care.

Family Medicine

Erica Didier, M.D.

Jenna Newcomb, PA-C

509-637-2810

Surgical Services

Seth Lambert, D.O.

509-637-2810

Ear, Nose and Throat

Mendy Maccabee, M.D.

509-637-2810

Allergy and Asthma

Mendy Maccabee, M.D.

509-637-2810

Podiatry Clinic

Ankle/Foot Physicians and Surgeons

360-977-7815 www.ankleandfootphysicians.com

Skyline Physical Therapy

253 Rhine Village Drive, White Salmon, WA 98672

509-493-5119

An outpatient physical therapy clinic offering a variety of rehabilitation services and programs.

Skyline Foundation

211 Skyline Drive, White Salmon, WA 98672

509-637-2602 www.skylinefoundation.org

Skyline Foundation is a 501(c)(3) non-profit organization raising funds to support Skyline's services and programs.





**NOBODY PLANS FOR
AN EMERGENCY
BUT WE DO!**

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When the unexpected happens, the compassionate staff at **Skyline Hospital's Emergency Department** are here to deliver the very best service and care to you and your family.

- Open 24/7
- Emergency Medicine board certified physicians
- Short wait times
- Helipad located on Skyline's Campus
- Your local Emergency Department

STRONGER. BETTER. FASTER.

ALLERGIES/ASTHMA: NIP THEM IN THE BUD

Skyline Allergy Clinic Opens

Are you coughing? Wheezing? Do you have shortness of breath? If you're living with allergies and/or asthma, we can help!

Skyline Allergy Clinic specializes in the diagnosis and treatment of allergies, asthma and related conditions. Mendy Maccabee, M.D., an adult and pediatric ear, nose and throat physician and fellow of the American Academy of Otolaryngic Allergy operates the clinic and is committed to providing the highest quality allergy and asthma care.

"Allergies are on the rise, and they affect as many as 30 percent of adults and 40 percent of children," said Dr. Maccabee. "Allergic disease is the sixth most common chronic disease in the United States, so it's important to develop a treatment plan to alleviate symptoms and build up immunity to fight back.

"Allergy testing is nothing like it used to be," continued Dr. Maccabee. "It's almost painless and results are known quickly. And, most people can refer themselves to the clinic without the hassle of a formal insurance referral."

As a patient you can expect to receive personalized comprehensive health care in a comfortable, convenient facility, delivered by a physician and staff whose primary concern is working with each individual to meet their unique needs.

Skyline Allergy Clinic is accepting new patients. To learn more or schedule an appointment, call 509-637-2810.



Mendy Maccabee, M.D.



BETTER AT THE BEDSIDE

Bedside shift report, an approach to nurse hand-off reporting helps patients and family members to be partners in care.

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At Skyline Hospital, our goal is to ensure you and your family have the best health care experience from the moment you walk through our doors. We aim to ensure our patients and their loved ones feel safe, engaged and empowered to take an active role in their health. When you come to Skyline, our team members make every effort to involve you and your family in your care, and one important way we do this is by practicing bedside shift report.

WHAT'S BEDSIDE SHIFT REPORT?

Bedside shift report is an effective method for transferring information from one provider to another, while also involving patients in discussions about their health, progress and treatment plan. Instead of having private conversations outside a patient's room, our providers exchange important information about a patient's health and care while standing at the bedside. This practice helps ensure clear communication, reduce the risk of errors and maintain consistent care during shift changes.

WHAT'S IN IT FOR ME?

Our patients and their families are strongly encouraged to participate in the bedside shift report. It provides an excellent opportunity for you to ask questions, voice concerns and share any feedback. Plus, studies show patients who are involved typically have better health outcomes and a more positive hospital experience overall.

HOW CAN I GET INVOLVED?

We want you to feel comfortable speaking up and collaborating with your care team. Here are some simple ways you can do this during your or a loved one's hospital stay:

- Ask your nurse when bedside shift report takes place. If you prefer, you can ask your nurse to wake you up if you are sleeping so you can participate.
- If you would like for close family members to be with you during bedside shift report, feel free to invite them. Having loved ones present keeps them informed and helps ease the burden of sharing important information later.
- Listen closely to what the nurses report to each other about your condition, treatment and progress. Ask the nurses to clarify anything you do not understand.
- Ask what needs to happen before you are able to leave the hospital. Knowing these details can help you set recovery goals and stay focused on getting well.
- Ask your care team when they anticipate you will be able to leave the hospital. Preparing to leave the hospital is very important. Make sure you have a clear understanding of your recovery plan and what you will need to do when you return home to ensure you stay well and out of the hospital.

Bedside shift report is just one way Skyline keeps our patients and their families at the center of care as we work to make our community healthier. We strongly encourage you to participate and take a stand for your health.



STEVENSON
CROSS COUNTRY

WHEN TIME MATTERS

“UPON ARRIVAL, WE WERE WELCOMED AT THE DOOR WITH A WHEELCHAIR AND SEEN BY A FAMILIAR PROVIDER IMMEDIATELY”



For any mom, having to take your children to the emergency room (ER) just one time is scary enough. For Stevenson, Wash., resident Judith Lanz, multiply that by 10. A single mother raising three children, she has experienced her fair share of accidents and ER visits.

“Over the years, I’ve had to use Skyline Hospital’s ER for each of my kids,” said Lanz. “From cuts, sprains, serious illnesses and everything in-between, Skyline has been there for my family.”

Lanz’s most recent experience happened during her son’s track meet in Vancouver, Wash. Theo Lanz, a high school athlete and cross country runner, took a hard fall while competing, causing a severe ankle injury. As a concerned mother, Lanz took him to the closest Vancouver ER.

“We arrived at the ER to a room full of patients waiting to be treated,” said Lanz. “I was told it would be at least four hours before we could be seen by a physician and this timeframe was dependent on whether or not a life-threatening situation arrived ahead of us.”



Worried about her son and without knowing how long the wait might be, Lanz said, “I started doing the calculations in my head on how long it would take me to get to Skyline.” After realizing she was only an hour to her hometown health care provider, she called Skyline’s ER, explained her situation and asked how long the wait time would be. “We can get you in right away” was the answer. This is all Lanz needed to put her son into the car and drive to White Salmon.

“Upon arrival, we were welcomed at the door with a wheelchair and seen by a familiar provider immediately,” continued Lanz. “This is typical of the experience at Skyline. It’s the same medical care Theo would have received at the ER in Vancouver except it’s more personalized and attentive because they take the time to attend to individual needs.” Theo’s ankle injury turned out to be a bad sprain, which Lanz said “Gave me a great amount of relief.”

“I’ve had so many positive experiences and everyone has always welcomed me and my children with warm open arms,” smiled Lanz. “I hope I never need an ER again, but if I do, it’s reassuring to know Skyline’s staff is ready and poised to provide excellent care. We really and truly won’t go anywhere else for our care.”

OUTPATIENT SERVICES

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SKYLINE HOSPITAL OFFERS NEW NURSING OUTPATIENT SERVICES

Are you or your loved one facing countless hospital visits due to the need for infusion therapy or other health-related services? If so, Skyline Hospital's Nursing Outpatient Services Program might be a fit for you. The program provides treatment for a wide variety of medical conditions and is available to patients 24/7. For your convenience, services are scheduled prior to arrival, avoiding an ER visit and the need to wait for your medications.

Skyline's experienced nurses play an integral role in coordinating your care with physicians and clinical pharmacists, while working to achieve the best possible outcome. You'll feel confident knowing your health is carefully monitored by a team of experts.

INFUSION SERVICES INCLUDE:

- IV medications, including antibiotics
- Subcutaneous and intramuscular medications
- Hydration therapy
- Blood product transfusion

OTHER SERVICES INCLUDE:

- Central line maintenance and access
- Lab draws
- Patient education

Please note: Chemotherapy services are not provided.

To schedule an appointment or to learn more, call 509-493-1101 or visit www.skylinehospital.com.

PATIENT SATISFACTION

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The mission of Skyline Hospital is providing an exceptional level of health and well-being in our community. This starts with providing the highest quality care possible to you – our neighbors – in this wonderful community we call home.

A big part of delivering health care you can count on is creating positive experiences for patients and their families – starting from the moment you walk through our doors. These positive patient experiences provide the basis for the hospital’s scoring on the Hospital Consumer Assessment of Healthcare Providers and Systems, or HCAHPS, an external benchmark of the way patients perceive their interaction and their care.

Patients who receive care at Skyline may receive a patient satisfaction survey from Press Ganey – a third party surveying company – asking about their experience. Skyline is proud to be ranked third (based on a set of specific questions) when compared against 79 of the 112 hospitals in Washington State.

Your voice as a patient is extremely important to us, and we consider you the most important member of your healthcare team. Ensuring positive patient experiences has always been and will continue to be a top priority for Skyline.

SKYLINE HOSPITAL'S PATIENT SATISFACTION SCORES BASED ON COMPARISON AGAINST 79 OF THE 112 WASHINGTON STATE HOSPITALS

PATIENT SATISFACTION SURVEY QUESTIONS	SKYLINE HOSPITAL RANKING
Communication About Medicines	1st out 79
Discharge Information	1st out 79
Quietness of Area Around Room At Night	3rd out 79
Nurse Communication	5th out 79
Cleanliness of Room/Bathroom	5th out 79
Responsiveness of Hospital Staff	6th out 79



IMPORTANCE OF ANNUAL WELLNESS CHECKUPS

“ IT’S IMPORTANT TO SCHEDULE YOUR ANNUAL WELLNESS VISIT AND HAVE AN HONEST OPEN CONVERSATION WITH YOUR PROVIDER. IT’S ESSENTIAL FOR YOUR ONGOING HEALTH. ”

No matter your age or stage of life, annual wellness checks are essential to your ongoing health.

Visiting your primary care provider for regular preventive care is one of the best ways to identify and treat health issues before they get worse. These visits help you track your progress toward optimal health goals.

WHAT IS AN ANNUAL WELLNESS CHECK?

Rather than a quick exam, chat and some blood work, these visits are changing. This includes conversations about family history and lifestyle, as well as checking your vital signs, reviewing your medications, and making a schedule for preventive screenings and immunizations. It also is a time to determine what health issues may become a concern in the future and how to prevent them. “Individual lifestyle factors and family history dictate something specific to each patient’s care,” said Erica Didier, M.D., family medicine physician at Skyline Medical Clinic. “The goal of an annual wellness check is to create a complete personal and family health history, and to help prevent future health problems.”



KNOW YOUR HISTORY

Sometimes the subject matter can be hard to dig into, especially because some families don’t share much about their relatives’ health issues. If you have a grandparent who suffered from alcoholism, which can be a genetic trait, it’s something important for your provider to know.

“In the back of a person’s mind, there are health conditions they are afraid to bring up,” continued Dr. Didier. “Lifestyle choices such as smoking, drinking or unprotected sexual activity with multiple partners can be uncomfortable for some patients to talk openly about, as can mental health issues. But a provider can’t determine a plan for care and screenings without knowing all the elements.”

BE YOUR OWN ADVOCATE

Patients are encouraged to be much more active participants in their own health care. So Dr. Didier advises collecting family medical history, rounding up bottles of any prescriptions, over the counter or herbal medications you use and making a list of any issues you’d like to address before your appointment. “The more you know about your health, the more likely you are to be your own advocate,” said Dr. Didier. “It’s important to schedule your annual wellness visit and have an honest open conversation with your provider. It’s essential for your ongoing health.”

To schedule a visit with a Skyline Family Medicine provider, call 509-637-2810. The clinic accepts same day appointments for wellness exams.

Most private insurers and Medicare cover the cost of an annual wellness check.

A woman with dark hair tied back, wearing a blue long-sleeved shirt, is looking into an open, empty refrigerator. The refrigerator is illuminated from within, showing empty shelves and a wire rack. The background is dark, suggesting an indoor setting at night or in low light.

THE FACE OF HUNGER

WHAT IS FOOD SECURITY?

“Food security exists when all people, at all times, have physical and economic access to sufficient, safe and nutritious food that meets their dietary needs and food preferences for an active and healthy life.” - World Food Summit, 1996

When it comes to healthy eating, it can be hard to always make the most nutritious choice. For people experiencing “food insecurity,” this choice is complicated by a lack of resources including money, storage space and meal preparation ability. In serious cases of food insecurity, people find themselves choosing between feeding their families and paying rent.

Food insecurity is influenced by a number of factors including income, employment, race/ethnicity and disability. For this reason, there is no one single face of food insecurity. It impacts every community in the United States, including ours.

FOOD INSECURITY IN OUR COMMUNITY

The 2016 Community Health Assessment showed food insecurity is a major issue for the Columbia Gorge Region. According to the survey, 1 in 3 are worried about running out of food, and more than 1 in 10 had to go without food. In a region where agriculture is a large industry one may believe food would be easily accessible. The reality however, is food insecurity runs deep in the communities working hardest to feed us. People in rural areas face the unique challenges of living far away from grocery stores and food pantries, job opportunities that are more concentrated in low-wage industries, and higher rates of unemployment and underemployment.

HUNGER AND HEALTH

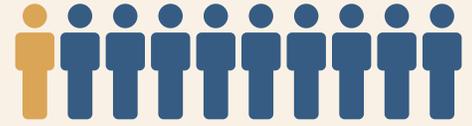
As a health care organization, Skyline Hospital is concerned with addressing food insecurity in our community. Healthy bodies need healthy food, so the cycle of food insecurity and declining health begins when an individual or family cannot afford enough nutritious food. Over time, this can increase the risk of diet related diseases such as heart disease, obesity and diabetes. The combination of stress and poor nutrition can make disease management even more challenging. Many families experiencing food insecurity often have several – if not all – compounding factors, which makes maintaining good health extremely difficult.

WHAT IS SKYLINE DOING TO ASSIST?

- Founding member of Gorge Food Security Coalition, a network of more than 30 organizations and agencies working to improve equitable access of nutritious food in the Columbia River Gorge
- Sponsoring annual Thanks-for-Giving Food Drive
- Providing monthly cooking demonstrations at local food banks
- Teaching weekly afterschool cooking classes for youth
- Sponsoring Food Access Programs at farmers’ market for low-income shoppers
- Referring patients to a dietitian
- Skyline Foundation invested \$15K into Gorge Grown’s Veggie Rx Pilot Program

Skyline Hospital and Foundation remain committed to work with its communities to address these important issues and will continue to strive to keep those we serve healthy and happy.

LOCAL STATS



1 IN 10
PEOPLE ARE GOING
WITHOUT FOOD



1 IN 3
ARE WORRIED ABOUT
RUNNING OUT OF FOOD



4 IN 10
EAT 2 OR LESS SERVINGS OF
FRUIT AND VEGGIES A DAY



IF YOU’D LIKE TO TAKE ACTION:

- If you are personally experiencing food insecurity, talk with your primary care provider. They may be able to help connect you with resources available in our community.
- Support your local food bank. Contact them directly to find out what types of foods they most need or make a monetary donation to support their work.
- Get involved with the Gorge Food Security Coalition. Visit their website for more information. <http://www.gorgegrown.com/foodsecurity/>
- Let others know food insecurity exists in our community, and have compassion for the face of hunger – it might be one you recognize.

To access the Columbia Gorge Community Needs Health Assessment, visit www.skylinehospital.com.

Sources: <https://hungerandhealth.feedingamerica.org/understand-foodinsecurity/hunger-health-101/>

SKYLINE HOSPITAL A GROWING ECONOMIC LIFELINE OF OUR COMMUNITY



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It's been just a little more than 12 months since the Skyline Foundation kick-started the *Expanding on Excellence Capital Campaign* to support Skyline Hospital's efforts to expand and renovate the Emergency Department and update critical hospital infrastructure. The campaign, which launched with an audacious goal of raising \$2M from local, regional and state resources to pair with \$5M from hospital acquired bonds, has seen its fair share of hills and valleys. However, earlier this summer, the campaign received a boost of support highlighting the hospital's true impact on the community.

In June, Skyline Foundation received a \$250,000 grant from Klickitat County Public Economic Development Authority in support of the Emergency Department expansion and renovation. After submitting an arduous application and presenting to the Klickitat County Public Economic Development Authority board, it was determined Skyline Hospital's economic impact extends far beyond the hospital walls.

"Rural hospitals are one of the largest employers in a rural economy, and Skyline Hospital is no different, coming sixth in Klickitat County by employing 160 individuals with an annual payroll of more than \$11M," said Robb Kimmes, Skyline Hospital chief executive officer. "Support for the campaign means support for economic development in our small community, and this is something most people can understand."

The recent award from Klickitat County brings the campaign's fundraising to more than \$600,000 (80 percent from goal). These funds will be leveraged at the state level through a grant request, which will top-off the campaign and allow the hospital to begin breaking ground in the fall of 2019.

TEEING UP FOR HEALTH & WELLNESS

The 2018 Skyline Scramble Golf Tournament presented by Crestline Construction drew 25 teams teeing up to celebrate health and wellness in our communities. The event raised \$32,000, which supports the expansion and renovation of Skyline Hospital's Emergency Department.

"The Skyline Scramble has become not only a fun event, but an important opportunity to support essential hospital projects and community programs," said Elizabeth Vaivoda, Skyline Foundation executive director. "We extend our gratitude to the many businesses and individuals who generously gave to help make this event successful. Because of their support we are able to make a significant difference in the health of our Gorge communities."



The Skyline Foundation
Thanks our 2018 Skyline Scramble Sponsors



PRESENTING SPONSOR



Building relationships from underground up.

A Kidz Dental Zone
Anesthesia Associates Northwest
Blue Room Architecture • Columbia Bank
Dingus, Zarecor & Associates • Foster Pepper, LLC
Gorge Recovery Services • Griffith Motors
HRS/Intalere • INB Bank
Mid-Columbia Medical Center • MRI Mobile
NorthShore Medical Group • Parker Smith & Feet
Ray Schultens Motors • Sagetech
Schuepbach Builders • Skyline Medical Clinic • USI
Wyers & Wyers Attorneys at Law





P.O. Box 99
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www.skylinehospital.com

*Klickitat County Public Hospital
District No. 2, dba Skyline Hospital,
is supported in part by tax proceeds.
Skyline is governed by an elected
five-member board of commissioners.*

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Join the new generation of patients

taking a more active role in managing their health and wellness.

Access your **personal medical records**, communicate with your doctors via **online messaging**, and make more **informed decisions** about your health!



Review your visit summary



Send and receive secure messages



Request an appointment



Receive email care reminders



Update your health information

Sign up today! To sign up visit www.skylinehospital.com/patient-portal.html