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Community Comes Together For a Conversation about Health Care

The two Commissions continue to analyze the survey data and hundreds of comments. A Spanish version of the survey has been produced, and a final report will include results from both surveys. The report will also include an overview of how each organization will use the data and plan for how the findings will be incorporated into the short and long-term strategic planning process.

The Commissions captured a tremendous amount of feedback, insights, and suggestions from the event. It was not surprising to hear most Lopezians were concerned about the implications of Kaiser Permanente's increased denial rate of emergency medical air transport and its recent decision to stop offering individual and small group insurance plans in the County. While not discussed in detail at the event, the LIHD Superintendent has been providing updates on the News tab of the District website. Lopezians are encouraged to register on the www.lopezislandhd.org to receive alerts when information is posted on topics of importance.

- 75% of participants listed the UW Medicine Lopez Island Clinic as their Primary Care Provider (PCP)
- 80% of respondents rated their PCP as Excellent /Very Good as far as care delivery
- People are comfortable going online to check lab results
- People want to talk directly with local Clinic staff to schedule appointments
- 97% of those who had to call 911 rated services received Excellent/Very Good
- People aren't aware the Clinic provides same-day appointments or certain urgent care services
- While almost 60% feel Lopez is meeting their current health care needs, their confidence in future needs being met drops to less than 40%. The reasons cited are:
 - Increased care needs associated with age
 - Succession planning for Dr. Wilson
 - Instability of health insurance plans
 - Medical transportation issues specific to the uncertainty of air transport and ferry



LIHD Commissioner, Christa Campbell,
addresses the community

The Board of Commissioners for both LIHD and LIFE look forward to an ongoing dialogue with the community to ensure Lopezians continue to have access to quality, island-appropriate health care now and into the future.

Lopez Island Physical Therapy Has a New Home



Therapists (l to r): Terri Drahn, PT, and Kim Foley, PT

Catherine Washburn Medical Association is pleased to announce that, after 21 years in a very small space, Lopez Island Physical Therapy (LIPT) has moved to a new home. The LIPT staff is ecstatic about the spacious, healthy environment, as well as the new equipment in the gym and the two private treatment rooms.

The larger facility allows therapists, Terri Drahn and Kim Foley, to see patients simultaneously and offer a wider range of treatment options. The office staff has doubled with the addition of Valorie Williams, assistant to the office manager, Bobbie Holt, and the therapists. Patients have already expressed appreciation for the personal welcome and the comfortable waiting room.

The new location is at 192 Lopez Road where the "Big Catch" bear sculpture now stands. Artist and carver Bruce Richardson donated the statue, and Bobbie and John Holt funded the move to its new home. Parking for the facility is at the rear entrance on Eads lane. Wheelchair access is available from either entrance. The phone number is the same (360.468.4382), and the website is www.lopezislandpt.com.

Numerous Lopezians contributed financially, exceeding Rip and Julie Van Camp's generous challenge grant. The new landlords, Jeff and Terri Clark, were clear from the first meeting that they shared the same mission as CWMA— to have a viable, stable, physical therapy practice for the Lopez community. Despite needing more space itself, the UW Medicine Lopez Island Clinic welcomed LIPT to remain at the Clinic until CWMA found the right place. Along with the many hours that the Clarks contributed to the project, John Holt and Brian Gooding donated their time to work with Jeff on the build-out of the new space. Both CWMA and the Lopez Island Hospital District have supported LIPT through this transition period, and CWMA will continue to subsidize the building rent. Finally, CWMA and LIPT are grateful for our unsung hero, Peggy Means. Physical therapy would not be here without her expertise and dedication.

UW Medicine Lopez Island Clinic: Did You Know?

There's a new nurse at the Clinic. Laurie Boroughs, RN joined the clinical team in November 2018. Although Laurie may be a new face to patients, she grew up on Lopez (she's Pat Cunningham's daughter) and has a lot of history here. Laurie worked with UW for over 25 years before returning to Lopez to work at the Clinic. She brings a wealth of knowledge and skills to her position. Welcome back, Laurie!



The Clinic has access to Tele-Health for Nutrition Counseling or Diabetes Self-Management Education services. One day per month, you can schedule a virtual appointment with a UW Neighborhood Clinic registered dietitian that is also a certified diabetes educator at the Lopez Clinic. Interested? Ask your Clinic provider for a referral. Information cards are available that describe the services. Helpful tips are also provided that can assist you when confirming your insurance benefit coverage for these services. Tele-Nutrition and Tele-Diabetes services at the Clinic provide an excellent opportunity for you to receive nutrition or diabetes education and support without having to travel off-island for care.

Same-day appointments are available during regular Clinic hours (Monday-Friday), for serious, immediate medical issues such as lacerations, broken bones, medication reactions, persistent respiratory illness, fever, nausea/vomiting and acute symptoms of pain. The care team will assess the urgency of each concern. Some concerns that are assessed by the clinical team to be non-urgent may be scheduled for a future date. This is important to ensure that resources are available to everyone in the community when the need arises. If you're not sure what to do, the Clinic team is happy to talk with you about your condition and help develop a plan; please call them at 360.468.2245 and press 2, or ask to be transferred to a member of your care team.

Clinic staff sees 10-20 "Same-Day" patients each day (depending upon whether it is a 1 or 2 provider day) and each call is evaluated by a clinical staff member to determine the scheduling and appropriate treatment.

There's a website with helpful information about the UW Medicine Lopez Island Clinic. Visit <https://www.uwmedicine.org/locations/lopez-island-clinic/faqs> for answers to "frequently asked questions".

Call the main number (360.468.2245) to be connected to a triage nurse or an island on-call physician after hours. Orcas and Lopez providers share call duties between the islands and patients are able to consult with them after hours.