Inland Northwest Health Services (INHS) is a non-profit corporation in Spokane, Washington providing collaboration in health care services on behalf of the community and its member organizations Providence Health Care and Empire Health Foundation.

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We continue to be in the midst of unprecedented economic times, with changes nationally and locally affecting every business and organization. Additionally, health care is going through great change, from care delivery models to payment. As we look back on these changes and the accomplishments INHS has achieved, we thank our community partners, health care customers and Board of Directors for creating future opportunities for growth and success.

Like other companies, our lines of business have had to adapt to the changing environment, working for more efficient, effective ways to provide care and services while not compromising on quality. It is due to the hard work and dedication of an extremely talented group of more than 1,000 employees that INHS has been able to grow some areas of business this past year.

INHS continues to be in a stable and positive financial position. All our services ended the year in the black, and some, including our technology division IRM had their best year in recent history. Through hard work and dedication we have positioned INHS for the future with a vision of where our organization and the health care system is going.

Each day, I am proud to work with employees and volunteers to provide the best service to our patients, customers and the community. It is this strong working relationship, and ability to anticipate and adapt to change, that are the keys to INHS’ success.

I look forward to more innovative success this year and am proud to share our accomplishments with you in this report.

Sincerely,

Tom Fritz, CEO
Growing With Our Patients

Throughout the INHS lines of business, we pride ourselves on developing personal relationships with our patients because our work is personal. Helping them grow and achieve new successes is a driving force of passion for the work we do each day.

- Northwest MedStar opened a third base in Moses Lake, with helicopter and ground coverage. This allows for quicker response times to the north central Washington region while maintaining the highest quality of care for the entire northwest.

- Being away from the comforts of your home can be challenging. St. Luke’s Rehabilitation Institute remodeled 24 inpatient rooms providing updated facilities and comfort for patients while they recover at the hospital.

- In collaboration with the Washington State Department of Labor and Industries, the Center for Occupational Health and Education (COHE) ensured injured workers got back on the job, saving an average of $600 per claim. Nearly 20,000 injured workers’ care was coordinated with providers, employers and the injured worker.

- The CHER Diabetes Education Center served nearly 3,000 people in diabetes education and management, a 45.5% increase over 2010.

- A new bedside discharge medication delivery service was begun at St. Luke’s, allowing patients the option to receive prescriptions needed while still in the facility. This increases patient satisfaction and eases the transition back to home.

- St. Luke’s added an Elemental Driving Simulator to help test patients who have had a brain injury, or those who may have other medical or health issues, to ensure they can safely return to driving. This new equipment was purchased through funds of the INHS Foundation.

- Clinical outcomes for patients at the CHER Diabetes Education Center were statistically significant, showing improvements in body weight, body mass and HbA1c. Additionally, 99% of all diabetes participants agreed that the information provided to them would change their current behavior.

- St. Luke’s provided over 22,000 inpatient days of rehabilitation care and more than 71,000 outpatient sessions of therapy. St. Luke’s provides therapy with state-of-the-art equipment such as:
  - The Lokomat, a robotic equipment that helps gait-impaired patients with walking
  - A Functional Electrical Stimulation (FES) therapy bike which uses low levels of electrical stimulation to assist muscles in pedaling to improve strength and cardiovascular function
  - The onsite St. Luke’s Community, an environment which resembles the real world of cars, buses, airplanes, grocery shopping, banking and other functional activities, which helps patients prepare for successful re-entry into the community

- Northwest MedStar transported more than 3,300 patients by helicopter, airplane or critical care ambulance.
Collaborating With Our Customers

As the health care industry changes, so must the way that doctors, hospitals and supporting organizations provide services. At INHS, we collaborate closely with customers, creating a seamless connection to their staff and supporting their success.

- The Beacon Community of the Inland Northwest (BCIN), one of 17 national pilots through the US Department of Health and Human Services, went live with a technology solution for both secure data sharing between disparate systems and disease management software to help provide clinically-based best practices for patients with type 2 diabetes. In 2011, nearly 163,000,000 transactions were processed through the BCIN technology infrastructure.
- Twelve hospitals on the IRM network attested for Meaningful Use Stage 1, receiving an estimated $40 million in incentives and reimbursement by meeting standards and implementing best practices in patient care.
- St. Luke’s launched a one-hour series through the Northwest TeleHealth network to share best practices and rehabilitation knowledge on a variety of topics with other health care providers throughout the region.
- Northwest MedStar expanded services, providing hospital and EMS partners additional support.
  - Added a full-time perinatal team at the Tri-Cities base
  - Added full-time ground coverage at the Tri-Cities base
  - Expanded the role of RNs in the communication center to 24/7
  - Added a base in Moses Lake
- IRM solidified a new partnership with Greenway Medical Technologies, expanding their offerings for physician offices, regardless of size, with a full set of electronic health solutions.
- St. Luke’s implemented new technologies that manage the efficient and effectiveness of the admission process including tools for within St. Luke’s and for referring physicians.
- The INHS Health Information Exchange (HIE) was launched. More than just data transport, the HIE provides a longitudinal patient record for continuity of care across disparate health systems, placing patients’ care at the forefront of a national technology directive.
- More than 375 Tribal EMS providers in 10 states received Emergency Medical Services training through the Health Training Network.
- Northwest TeleHealth implemented new management systems to increase the capacity of its network, with over 1,900 sessions connecting multiple urban and rural health care organizations.
- The Virtual Lifetime Electronic Record (VLER) was brought live using the Nationwide Health Information Network exchange. The VLER system allows physicians to view key information in a patients’ chart information from Veterans Affairs and the Department of Defense as well as their INHS-supported system. INHS was one of the first pilots nationwide to participate in this project to enhance care for our nation’s Service Members and Veterans.
- The Center for Occupational Health and Education (COHE) was transitioned from a pilot program to a permanent contracted relationship with the Washington State Department of Labor and Industries based on the proven success of the COHE model in getting injured workers healthy and back on the job.
- Nineteen INHS-supported hospitals, including St. Luke’s Rehabilitation Institute, were awarded “Most Wired” recognition, a distinction of being among the most technologically advanced hospitals in the country.

“This whole process has gotten everybody together, everybody on the same page, everyone working toward the same goal.”

- Mandy Bruce
  Human Resources
  for Zirkle Fruit Co.
More than 6,700 EMS and health care providers received advanced education and training through the Health Training Network, a 25% increase over 2010. These trained professionals provide life-saving services to communities throughout the region.

The IRM Help Desk received nearly 140,000 support requests, supporting more than 45,000 users. The Help Desk’s average satisfaction score on customer surveys was 4.95 out of 5.

health@work provided preventative and wellness education or screenings to businesses in the Spokane area, with more than 870 employees served throughout the community.
INHS is proud to be a member of the Spokane community, with over 1,000 employees who live and work in our region. We are committed to the growth and success of our region, as Spokane’s success is essential to the success of INHS.

- Team St. Luke’s, an adaptive sports program for people with physical disabilities, was expanded to include more recreational opportunities for those in the community in addition to the competitive sports teams.
- Over 30,000 students were trained in the American Heart Association’s basic and advanced courses in CPR and other skills by instructors aligned with the Health Training Network’s Community Training Center.
- IRM extended its reach of health care support in consulting, training and system upgrades to Kansas and New Mexico as well as St. Croix in the U.S. Virgin Islands.
- Throughout INHS, over 100 medical and business interns were supported, giving them valuable skills, knowledge and hands-on experience as they enter the workforce.
- St. Luke’s submitted several articles relating to research for publication, including:
  - “The Association of Antidepressant Medication Therapy with Inpatient Rehabilitation Outcomes for Stroke, Traumatic Brain Injury or Traumatic Spinal Cord Injury” – Archives of Physical Medicine and Rehabilitation
  - “Differences in Complexity of Discharge Medication Regimens Among Men and Women Discharged from Acute Care to Home Following Total Joint Arthroplasty” – Journal of Hospital Pharmacy
- Over 3,900 community members received education on tobacco prevention, increasing physical activity and proper nutrition through Community Health Education & Resources (CHER) community presentations.
- A Social Security Administration demonstration project for processing disability claims was successfully implemented using the Nationwide Health Information Network exchange. This new process saves time and paperwork, helping Social Security disability claims to be processed faster.
- The INHS Foundation raised over $750,000 in cash and in-kind contributions for the needed services of INHS.
- Camp Fun in the Sun, a summer camp for kids with diabetes, was held in July for 74 campers. Camp provides an opportunity for all children with diabetes to have a fun, normal summer camp experience, with 41 campers attending on full or partial scholarship.
- Children’s Miracle Network Hospitals of the Inland Northwest raised over $850,000 in cash and in-kind contributions for 10 benefiting hospitals and programs in our region.
- Northwest MedStar’s membership program grew to more than 38,000 people, protecting them from charges beyond what their medical insurance covers through their membership.
- Four members of the Team St. Luke’s competitive teams earned 11 medals and set one world record at the ParaPan American Games in Guadalajara, Mexico.
- CHER provided free or low-cost screenings to over 600 community members, including screenings for skin cancer and health biometrics.
- The Health Training Network conducted EMS Live@Nite, a monthly continuing education opportunity utilizing Northwest TeleHealth to connect more than 50 rural locations throughout the region. Over 1,500 EMS providers received education through this no-charge offering, providing vital training to rural EMS agencies.
■ More than 1,900 pregnant women received education on childbirth and early parenting skills through Community Health Education & Resources (CHER).

■ 230 volunteers donated nearly 15,000 hours of their time throughout the organization and community in a variety of ways.
St. Luke’s Rehabilitation Institute
The region’s largest freestanding hospital dedicated to physical medicine and rehabilitation, providing a full range of accredited inpatient and outpatient rehabilitation services to more than 7,000 people throughout the region each year.

Information Resource Management (IRM)
Manages one of the nation’s most advanced health information technology networks with more than 45,000 users in hospitals, clinics and physician offices and over 3.5 million electronic medical records.

Northwest MedStar
Region’s premier critical care transport service with bases in Spokane and Tri-Cities, Washington, transports more than 3,500 patients a year in Washington, Idaho, Oregon and Montana, as well as provides ongoing outreach education for emergency medical professionals throughout the region and a membership program to help patients protect themselves from costs not covered by insurance.

Community Health Education & Resources (CHER)
Provides programs to help improve the health of the community including health screenings, wellness assessments, interventions and health education forums and classes. Includes the CHER Diabetes Education Center.

Northwest TeleHealth
Robust video-conferencing network with more than 100 units throughout the Northwest, utilizing the latest technology to permit live interaction between two or more locations for such activities as patient consults, rural medicine, health education, medical training and business administration.

health@work™
Comprehensive health, wellness and productivity program, provides innovative solutions to meet the individual needs of businesses large and small.

Health Training Network
Provides clinical education and medical training services that bring regional health care providers and EMS personnel the latest information and strengthens relationships between rural providers and the services available at Spokane area hospitals. Life saving training to the public is also available through Health Training Network.

Center of Occupational Health & Education (COHE)
Works cooperatively within regional communities of health care in developing programs to improve the quality, cost effectiveness and consistency of care for injured workers in the Inland Northwest.

Center of Philanthropy
Dedicated to saving and improving the lives of children in the community, as well as supporting the community services and programs of INHS. The Center raises funds for Children’s Miracle Network Hospitals and the INHS Foundation, with all funds dispersed locally.
INHS would like to thank the community for their ongoing support of the **The Children’s Miracle Network Hospitals of the Inland Northwest**, dedicated to helping kids by raising funds for ten hospitals and programs across the Inland Northwest.

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Providence Mt. Carmel Hospital  
Providence Sacred Heart Medical Center & Children’s Hospital  
Rite Aid  
Safeway Inc. Seattle Division  
Spokane Chiefs Hockey Club  
Spokane Federal Credit Union  
St. Luke’s Rehabilitation Institute  
STCU  
Sterling Savings Bank  
The Davenport Hotel  
United Health Services Credit Union  
Wal-Mart  
Washington Contract Loggers Association  
Yoke’s Fresh Market

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INHS would like to thank the community for their ongoing support of the **INHS Foundation**, dedicated to helping improve the lives of those it touches by generating financial resources for the family of services provided by INHS.

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INHS has a combined annual impact to the region of $73,567,871 in payroll and benefits.