The people who make up Inland Northwest Health Services (INHS) have a long-standing tradition of providing excellence in service with compassion, an eye toward innovation and respect for our commitment to collaboration. As health care and health technology advances, changes and transforms the way we provide and receive care, our employees remain steadfast in a mission of providing only the best to those we serve.

Our Community Report highlights the dedication of those who make INHS a leader in the health care and technology industries: our people.

We are creating the future of health care through our diverse offerings while at the cusp of the most challenging time in health care. As real change in our field continues, our delivery of care is consistent. Our venture into the future of health care and the technology that supports hospitals and providers is an exciting one for growth within the Northwest and throughout the nation as our legacy continues to grow.

We love what we do each day because of the collaboration and support of our patients, customers and our partners in education, business and health care. On behalf of everyone at INHS, we thank you for supporting our efforts to deliver a community of care.

Thank you,

Elaine Couture, CEO
Inland Northwest Health Services

Ron Wells, INHS Board Chair
Wells and Company
Collaboration for Better Care

• St. Luke’s Rehabilitation Institute expanded occupational rehabilitation services with a north Spokane clinic and occupational rehabilitation and outpatient therapy location in Spokane Valley in collaboration with Providence Occupational Medicine, establishing nine outpatient locations for St. Luke’s patients.

• COHE Community of Eastern Washington ensured 941 participating providers received outreach education with an evidence-based approach to workers’ compensation and partnered with the Washington Farm Bureau to educate their member businesses at nine different workshops across eastern Washington.

• Engage launched their new Healthcare Information Technology (HIE) offering “Grapevine.” Grapevine is the voice of patient data, which provides simplified access to the patient’s data within the caregiver’s workflow. The Grapevine platform includes Identity, Authorization, Documents and Consent. The vision for Grapevine is to connect every health care provider in the U.S. to a medical data distribution utility.

• INHS Health Training collaborated with organizations like Central Valley School District and Spokane Valley Fire to hold an emergency medical technician (EMT) training program for high school students enrolled in the Fire Science Program, ensuring these students graduate as certified EMTs.

• INHS Community Wellness served patients with diabetes through a new care model, assisting over 130 patients per month at patients’ primary care location, increasing access for patients while working closely with their primary care provider.

• Through the MedStar Alert mobile and desktop app, Northwest MedStar collaborated with 45 hospitals and 911 centers, and over 1,600 first responders in the field for streamlined access to critical care transports.

• Northwest TeleHealth partnered with Northwest Neurological to offer TeleMovement for follow-up consults to existing patients with movement disorders like Parkinson’s disease, allowing rural patients to receive services in their own community without barriers of cost, hardship and time associated with travel.

"Our teams of caregivers work together to ensure our patients receive the best care possible just like 12-year-old Kaleb after his accident. Our specialty rehabilitation doctors, nursing staff and therapists are part of a continuum that provided care after he received immediate emergency care from first responders, critical care transport by Northwest MedStar and emergency surgery and ICU-level care at Providence Sacred Heart Medical Center & Children’s Hospital. Each of us bonded with the Southwick family. Kaleb deeply touched our hearts."

– Sara Dunbar, St. Luke’s recreational therapist; Patrice Stevenson, MD, St. Luke’s Physiatry team; and Trisha Stevenson, St. Luke’s registered nurse
INHS Community Wellness, recognized as a Center of Disease Control and Prevention program, taught Group Lifestyle Balance to hundreds of people in our community. Additionally, Community Wellness served more than 100 participants with type 2 diabetes with free workshops, Living Well with Diabetes, in 11 community centers in Spokane.

St. Luke’s Rehabilitation Institute served 30,000 people in acute care, inpatient, outpatient and in-home rehabilitation care settings. St. Luke’s is Washington State’s #1 rehabilitation provider based on 17,958 inpatient days.

Northwest MedStar provided critical care transports to more than 5,800 adult and pediatric patients from six bases throughout the Northwest. Over 50,000 households are covered with the NW MedStar membership, bringing financial peace of mind to families should they need to be transported.

INHS Health Training’s American Heart Association Community Training Center aligned with 1,945 instructors who trained 29,000 community members in the life-saving skill of CPR.

COHE Community of Eastern Washington collaborated with employers, Labor & Industries and health care providers to help 21,500 injured workers return sooner to good health and their jobs.

With the introduction of a new, cloud-based solution, Northwest TeleHealth continued to provide video conference solutions for classrooms, conference rooms and right onto the desktop of regional participants via a private network—delivering 2,236 video-conferencing events.

Engage fully implemented ICD-10 medical coding for 15 customers, completed Meaningful Use (MU) attestations for 30 hospitals, supported 25 facilities in passing federal MU audits, and assisted in submitting PQRS reports for providers, ensuring that hospitals and providers are meeting requirements for advanced patient care and quality through the use of HIE.

“Our main mission, forever, has been to serve others. Our service is all about providing people with the educational tools, techniques or resources they need to do whatever it is in their life to be healthy. Our biggest joy is not only seeing participants lose weight but serving the community members and providing a way for them to feel successful.”

– Meagan Chapman, Community Wellness health educator
Engage secured 10 percent of the U.S. MEDITECH market share, working with 120 hospitals across the country, 35 new customers in 2015 and became the first vendor in the nation to commercially host and manage MEDITECH’s 6.1 electronic medical record software and implement an industry-first EMR cloud backup and archive technology.

COHE Community of Eastern Washington processed 5,108 injured worker claims for employers in 19 counties while enrolling 302 new health care providers in the program based on best practices.

INHS Health Training welcomed its fourth paramedic program class while maintaining a 100 percent pass rate for the National Registry Test (NREMT). They were also awarded a national five-year accreditation for the Emergency Medical Technician (EMT), Advanced Emergency Medical Technician (AEMT), and Paramedic programs by the Commission on Accreditation of Allied Health Education Programs (CAAHEP).

With 40 percent growth in serving corporate wellness participants, INHS Community Wellness continued to expand wellness services to businesses throughout the region.

Northwest MedStar achieved Commission on Accreditation of Medical Transport Systems (CAMTS) reaccreditation (since 1996), assuring all transports are done with safety and clinical excellence.

Improving access to care, Northwest TeleHealth provided a platform for telemedicine service delivery of behavioral health, wound care, genetics and stroke support to rural patients.

St. Luke’s Rehabilitation Institute was awarded the Level I Adult & Pediatric Trauma Rehab Service Designation in addition to the recertification of its Cardiac & Pulmonary Rehabilitation outpatient program by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR).

“We support the health information technology infrastructure that is required today, and for the future. Health IT is an enabler so that clinicians can focus on care and patients can focus on healing and health.”

– Rich Robinson, assistant director of Customer Support with Engage
INHS BY THE NUMBERS

2015 TOTAL GROSS REVENUE

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenue (Million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>$184,652,966</td>
</tr>
<tr>
<td>2012</td>
<td>$189,289,011</td>
</tr>
<tr>
<td>2013</td>
<td>$200,044,633</td>
</tr>
<tr>
<td>2014</td>
<td>$227,249,657</td>
</tr>
<tr>
<td>2015</td>
<td>$237,037,583</td>
</tr>
</tbody>
</table>

2015 TOTAL ADJUSTMENTS TO REVENUE

- Medicare: 39%
- Inability to pay and charity care: 9%
- Other: 20%
- Medicaid: 32%

INHS had a combined annual impact to the region of $83.4 million in payroll and benefits.

EMPLOYEE GROWTH

<table>
<thead>
<tr>
<th>Year</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>1,062</td>
</tr>
<tr>
<td>2012</td>
<td>1,028</td>
</tr>
<tr>
<td>2013</td>
<td>1,069</td>
</tr>
<tr>
<td>2014</td>
<td>1,101</td>
</tr>
<tr>
<td>2015</td>
<td>1,120</td>
</tr>
</tbody>
</table>

ANNUAL IMPACT

$83.4 MILLION
ST. LUKE’S REHABILITATION INSTITUTE
St. Luke’s creates healthier communities by specializing in comprehensive inpatient and outpatient therapy and care sessions for children and adults, providing rehabilitation treatment for stroke, spinal cord and brain injuries, orthopedic issues and other illnesses and injuries. St-Lukes.org

ENGAGE
Engage represents a progression in health care IT that originated from within the environments of 10 competitive hospitals. The company provides a complete solution to IT consulting, implementation and management, and is driven by a passion for embracing the toughest challenges. Engage.xyz

NORTHWEST MEDSTAR
Northwest MedStar, the region’s critical care transport service, provides safe, compassionate care for thousands of critically ill or injured patients. On April 1, 2016, Northwest MedStar integrated its program into Life Flight Network, expanding ICU-level care resources. While the name changed, it is still the same flight team members serving the region. LifeFlight.org/WelcomeMedStar

COHE COMMUNITY OF EASTERN WASHINGTON
With the goal of reducing disability and helping injured workers return to work safely while providing occupational health best practices, COHE Community of Eastern Washington is a collaboration between Washington State Department of Labor & Industries and St. Luke’s Rehabilitation Institute, serving in 19 counties throughout eastern Washington. GoCOHE.com

COMMUNITY WELLNESS
The resource for better health, Community Wellness offers affordable health care coaching, classes, screenings and education both in the community and on the job. Dedicated to health and wellness, a wide variety of services are provided for improved health, well-being and quality of life. Wellness.INHS.org

HEALTH TRAINING
Health Training is committed to helping health care professionals maintain and advance skills and stay up-to-date of the latest medical advances that are vital to quality care and improved patient outcomes for healthier communities. HealthTraining.INHS.org

NORTHWEST TELEHEALTH
Northwest TeleHealth is a robust video conference network providing a platform for collaborative health care throughout the region. The network delivers secure and confidential connectivity for interaction between two or more locations involved in patient consults, health care administration, medical education, training and other related activities. INHS.org
MISSION
We provide unique, effective, affordable services using collaborative and innovative approaches for the benefit of the entire health care continuum.

VISION
INHS will be a recognized national leader in innovative and collaborative health care solutions.

IN MEMORIAM - TOM FRITZ 1951-2015
Tom was the CEO of INHS for more than 16 years. Tom’s presence in the community continues to be missed.