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# WhidbeyHealth

Introduction to the CEO, Nathan Staggs

Where we are today?

Where are we heading?

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By Samar Arny, Executive Director of WhidbeyHealth Foundation

Nathan Staggs, Chief Executive Office of WhidbeyHealth

Dr. John Hassapis, General Surgeon WhidbeyHealth

## INTRODUCTIONS

# Meet Our Team



**Nathan Staggs**

CEO  
WhidebyHealth



**Samar Arny**

Executive Director  
WhidebyHealth Foundation



**Dr. John Hassapis**

General Surgeon  
WhidbeyHealth

# INTRODUCTIONS

Meet the New CEO, Nathan Staggs



## Master's Degree

Master of Business Administration (MBA)

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## Law School

Law Degree

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## Bachelor's Degrees

BBA in Accounting/Finance  
BBA in Management

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## Associates Degrees

Emergency Medicine  
Culinary Arts  
Computer Information Systems

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# INTRODUCTIONS

## Meet the New CEO, Nathan Staggs

- ED Technician
- IV Technician
- Clinical Technician
- Surgery Technician
- Bed Control
- Admissions Supervisor
- Medical Records Clerk

- Unit Secretary
- Housekeeper
- Maintenance
- Accountant
- Admissions Representative



- Paramedic/Firefighter
- Pharmacy Technician
- Entrepreneur
- Custom Bakery
- Tax Preparation
- Pharmacy IT Consulting

- Insurance Verifier
- Switchboard Operator
- Phlebotomist
- House Technician
- Monitor Technician

WHIDBEYHEALTH SYSTEM | WHIDBEYHEALTH FOUNDATION

**WHERE WE ARE TODAY?**

# Services & Quality Accomplishments

# Our Services

## Standard CAH offer core services only:

- Inpatient care
- emergency services
- diagnostic imaging
- laboratory
- outpatient surgeries

## WhidbeyHealth: More than just a critical access hospital (CAH)

## In addition to the standard CAH services, WhidbeyHealth offers:

6. intensive care
7. swing bed care
8. family birthplace
9. obstetrics & gynecology
10. rehabilitation services
11. palliative care
12. hospice care
13. cancer & oncology care
14. wound care
15. retail pharmacy
16. primary care
17. walk in clinic
18. sleep care
19. behavioral health care
20. surgical care
21. orthopedic care
22. urology care
23. women's health

## WHERE WE ARE TODAY?

# Quality Accomplishments

## PROUDLY ACCREDITED BY DNV

Det Norske Veritas | Global certification authority



This prestigious recognition not only **affirms the excellence** of our hospital's specialty care programs but also marks our unwavering **commitment to upholding rigorous safety and quality standards** in healthcare services.

DNV's methodology integrates principles of **quality and risk management with precise clinical and physical environment criteria**, ensuring that our healthcare provision consistently **meets and exceeds the highest benchmarks of excellence.**

## WHERE WE ARE TODAY?

# Quality Accomplishments

## PROUDLY ACCREDITED BY DNV

Det Norske Veritas | Global certification authority

- Last inspection visit: June 20 and 21, 2023
- DNV Surveyor at the de-brief meeting to the leadership team on June 21, 2023 announced, "**PHENOMINAL SURVEY**" Four findings will be addressed by the hospital.





## WHERE WE ARE TODAY?

# Quality Accomplishments

## ADDITIONAL ACCREDITATIONS

1. Cancer & Oncology

2. Diabetes Education

3. Diagnostic Imaging

4. Laboratory Services

5. Hospice Care

6. Sleep Care

## WHERE WE ARE TODAY?

# 2023 Recognitions in Quality Care



**BEST HOSPITALS FOR  
STAFF RESPONSIVENESS  
(HCAHPS)**

*Becker's Hospital Review*



**TOP HOSPICE CARE IN WA  
TOP 10% NATIONWIDE**

*Centers for Medicare &  
Medicaid Services*

The only 5-Star CMS rated  
Hospice Care program in the State



**BEST HOSPITALS FOR  
NURSE-PATIENT  
COMMUNICATION**

*Becker's Hospital Review*



**TOP 196 NATIONWIDE  
HOSPITALS FOR DRUG  
COMMUNICATIONS  
(HCAHPS)**

*Becker's Hospital Review*

## WHERE WE ARE TODAY?

# Quality Accomplishments



## Infection Prevention

- **Zero** Central Line Associated Blood Stream Infection *for 13 years in a row*
- **Zero** Ventilator Associated Infection (such as pneumonia) *for 7 years in a row*
- **Zero** Catheter Associated Urinary Infection *for 3 years in a row*
- **Zero** Surgical Site Infection *for 1 year*

## WHERE WE ARE TODAY?

# Quality Accomplishments

## Hospital Consumer Assessment of HealthCare Providers & Systems (HCAHPS)



**HCAHPS  
(Inpatient)**

**July 2023**

- **Surpassed National Averages**  
in 8/8 experience-based components.
- **10% below the National Average**  
for Rate & Recommend portions of the survey.
- **50% of survey respondents rated WH 10/10**  
none rated WH less than 5/10.

## WHERE WE ARE TODAY?

# Quality Accomplishments | Patient Experience

## Patient Experience Trends

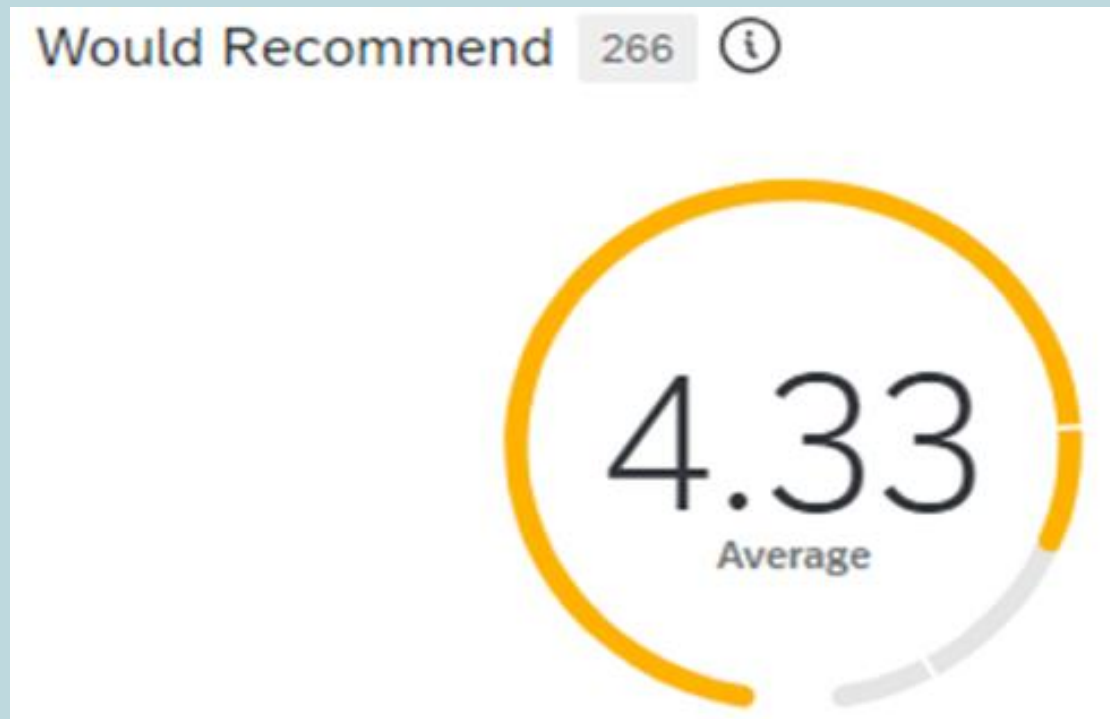
### Would Recommend / Return | Last 90 Days



## WHERE WE ARE TODAY?

# Quality Accomplishments | Patient Experience

## Emergency Department Would Recommend / Return | Last 90 Days



**A score of 4.33 means WhidbeyHealth Emergency Department is <15% away from a perfect 5/5 score.**

Continual focus on Quality Care from our skilled team and Customer Service from door to door helps bring us closer to that ambitious aim.

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**WHERE WE ARE TODAY?**

HR Accomplishments

# WHERE WE ARE TODAY?

## HR Accomplishments

01

### # of New Hires

2023's first 3 quarters **exceeded** the number of new hires of 2020, 2022 & 2023's first 3 quarters.

Total # of employees YTD = **710**

Hired in 2023 until Q3 = **143**

	2020	2021	2022	2023
Q1 to Q3	109	112	107	143

	2020	2021	2022	2023
Q1	42	36	43	45
Q2	24	29	30	43
Q3	43	47	34	55
Q4	57	53	40	





# WHERE WE ARE TODAY?

## HR Accomplishments

### 02 # of Terminations

Total # of terminations in 2023's first 3 quarters are **substantially lower** than the first 3 quarters of 2020, 2021 & 2022

	2020	2021	2022	2023
Q1	30	77	47	40
Q2	47	62	60	33
Q3	39	55	37	29
Q4	36	49	47	



### 03 Turnover Rate

Turnover rate for the first 3 quarters of 2023 is **substantially lower** than the first 3 quarters of 2020, 2021 and 2022

	2020	2021	2022	2023
Q1	6.60%	14.91%	9.01%	5.30%
Q2	10.47%	12.92%	10.24%	3.89%
Q3	8.95%	11.34%	6.46%	4.10%
Q4	7.81%	9.16%	7.18%	



25% is the Healthcare National Average Turnover

# WHERE WE ARE TODAY?

## HR Accomplishments

### Primary Care

- Dr. Kohli
- PA Sturm

### Walk-in Clinics

- PA Browning
- PA Wright
- Dr. Herr (starting in 2024)

### Behavioral Health

- DNP Nibley
- NP Tuzzolino
- DNP Cotton (starting in 2024)

### Urology

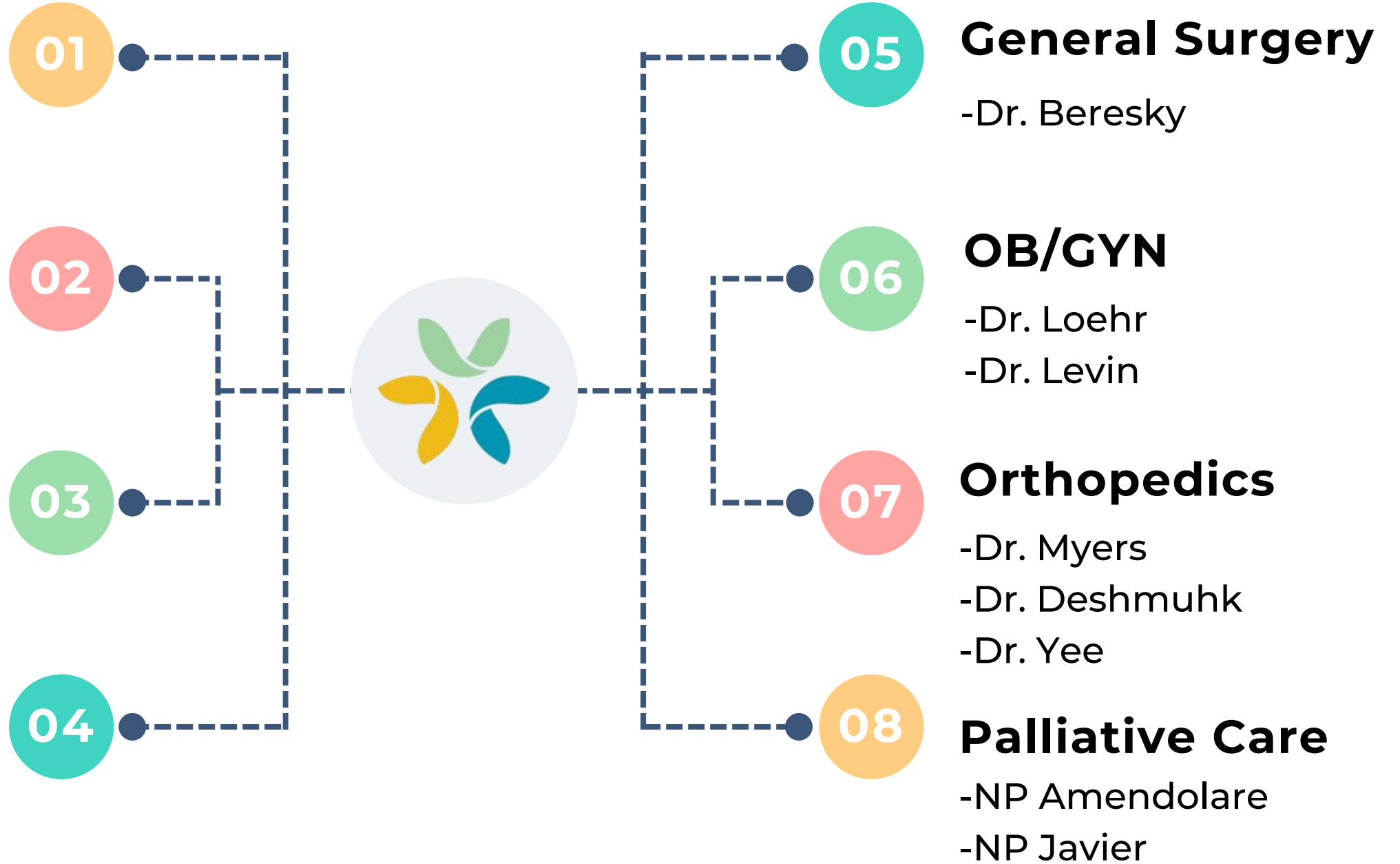
- Dr. Bryson

**17 providers  
hired in 2023**

**Total #of providers 55**

(this includes fulltime,  
part-time & per diem)

## Providers Hired in 2023



**Currently in contract negotiations with 3 providers:**  
primary care provider | walk in clinic provider | general surgeon

# WHERE WE ARE TODAY?

## Employee Survey by Gallup

### Global Analytics & Advisory Firm | May 2023

All results above 3.5  
on a 5 point scale

74% participation rate  
Engagement mean 3.95

**4.19 score**

My coworkers committed to  
doing **quality work**

EMPLOYEE ENGAGEMENT REPORT | WHIDBEYHEALTH EMPLOYEE ENGAGEMENT - 2023  
ALL - ALL | MAY 05, 2023 - MAY 23, 2023

Q12 Mean	Respondents	Engagement Mean	Change	Mean Percentile Rank - Gallup Overall	Engagement Index	
The Gallup Q <sup>12</sup> score represents the average of the scores of 12 items that Gallup has consistently found to measure employee engagement as linked to business outcomes.	429	3.95	↑ +0.31	38	Engaged: 45% Not Engaged: 43% Actively Disengaged: 12%	
	Respondents	Current Mean	Last Mean	Change	Mean Percentile Rank - Gallup Overall	Frequency Distribution
Q00: On a five-point scale, where 5 means extremely satisfied and 1 means extremely dissatisfied, how satisfied are you with your company as a place to work?	425	3.70	3.56	0.14	23	1.2% 2.8% 3.27% 4.44% 5.19%
Q01: I know what is expected of me at work.	428	4.44	4.31	0.13	44	1.0% 2.2% 3.10% 4.29% 5.59%
Q02: I have the materials and equipment I need to do my work right.	427	4.00	3.69	↑ +0.31	35	1.0% 2.4% 3.18% 4.42% 5.33%
Q03: At work, I have the opportunity to do what I do best every day.	427	4.17	3.94	↑ +0.23	47	1.2% 2.4% 3.15% 4.35% 5.45%
Q04: In the last seven days, I have received recognition or praise for doing good work.	427	3.53	3.25	↑ +0.28	37	1.17% 2.10% 3.13% 4.23% 5.37%
Q05: My manager, or someone at work, seems to care about me as a person.	427	4.32	4.17	↑ +0.35	47	1.3% 2.5% 3.8% 4.25% 5.59%
Q06: There is someone at work who encourages my development.	429	3.89	3.64	↑ +0.25	38	1.8% 2.8% 3.13% 4.28% 5.43%
Q07: At work, my opinions seem to count.	426	3.71	3.41	↑ +0.30	34	1.8% 2.8% 3.22% 4.29% 5.33%
Q08: The mission or purpose of my company makes me feel my job is important.	423	4.00	3.77	↑ +0.23	39	1.4% 2.5% 3.18% 4.32% 5.41%
Q09: My coworkers are committed to doing quality work.	426	4.19	3.87	↑ +0.32	46	1.3% 2.4% 3.14% 4.29% 5.50%
Q10: I have a best friend at work.	423	3.52	3.02	↑ +0.50	42	1.15% 2.9% 3.20% 4.21% 5.33%
Q11: In the last six months, someone at work has talked to me about my progress.	407	3.74	3.14	↑ +0.60	33	1.12% 2.9% 3.14% 4.23% 5.42%
Q12: This last year, I have had opportunities at work to learn and grow.	413	3.97	3.63	↑ +0.29	34	1.6% 2.8% 3.16% 4.26% 5.43%

Change:  
An increase  
in all categories

**4.0 score**

The mission or **purpose of my company** makes  
me feel my job is important

# WHERE WE ARE TODAY?

## Employee Recognition

### Years of Service Recognition Honoring 304 Employees

- 40 Years of Service - 1 Employee
- 35 Years of Service - 7 Employees
- 30 Years of Service - 10 Employees
- 25 Years of Service - 12 Employees
- 20 Years of Service - 30 Employees
- 15 Years of Service - 44 Employees
- 10 Years of Service - 51 Employees
- 5 Years of Service - 149 Employees



#### meet Melody Ryan PFS Representative III

##### I love WhidbeyHealth because

- I feel most people who work here really care about doing a good job and find ways to do it even better. There are some great people who work here too, friendly, knowledgeable, caring.

##### I came to WhidbeyHealth because

- I needed a job, but the person who interviewed me was super nice. I got a good feeling even though originally I was not offered the job. They called a week later and offered me the On Call Receptionist job.

##### I've stayed at WhidbeyHealth because

- I've gotten several career opportunities here and many people I've worked with have become friends. For me it's a great place to work.

##### My favorite thing about my job is

- The flexibility. Life gets in the way sometimes and my management has worked with me through it all. I've also gotten the opportunity to learn a lot about a hospital system. I tend to ask many questions so when I was the analyst, it was great learning all the answers.





**WhidbeyHealth**  
FOUNDATION

WHIDBEYHEALTH SYSTEM | WHIDBEYHEALTH FOUNDATION

**WHERE WE ARE TODAY?**

Foundation Accomplishments

Direction & Vision



## **For 42 Years**

For 42 years, the foundation has served as an advocate to improving the health & well-being of the community as a financial resource to WhidbeyHealth by leveraging philanthropy.

## **97% of each dollar donated is used to**

Purchase equipment, improve facilities, support patients, and enhance training for the medical team



# All 2023 Fundraisers Were Record Breaking

## STAYIN' ALIVE GALA

**Raised a total of \$173,604**

- 23% increase in guests
- 40% increase in donations
- 23% increase in total revenue



## TOUR DE WHIDBEY

**Raised over \$100,000**

- 27% increase in participants
- 41% increase in revenue
- 37% boost in net profit



## GOLF TOURNAMENT

**Raised a total of \$121,521**

- 57% increase in revenue
- 85% rev inc auction from items
- 57% rise in net profit



# Reached \$500,000 Goal

## 2 NEW AMBULANCES PURCHASED



Due to your generosity, we reached our goal of raising \$500,000 for purchasing two brand-new ambulances.

✓ Mission Accomplished! Due to your generosity, patients have access to 2 new ambulances!

*Congratulations*  
Whidbey Island  
for Raising  
**\$500,000**  
for 2 New Ambulances

*Thank You*  
For Your Support

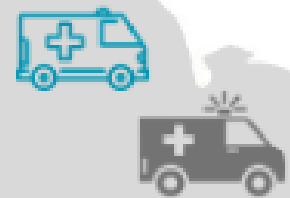


## Calls by Location in 1 Year 04/27/2022 to 04/27/2023

10,000 911 Calls



5,700 911 Calls



2,000 911 Calls

2,300 911 Calls



Whidbey Island 60 Miles Long

# Over \$1 million in 2023 to WhidbeyHealth & Patients

The foundation has allocated over \$1 million to support WhidbeyHealth and the patients on Whidbey Island within the first nine months of the year.

This substantial funding encompasses various forms of assistance, including:

- **Patient vouchers**
- **Grants** dedicated to enhancing medical equipment and facility infrastructure at WhidbeyHealth
- **Scholarships** aimed at furthering the development of our medical professionals and staff.

WHAT'S NEXT?

# Safeguarding Life's First Moments Campaign

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Our goal is to acquire this life-saving equipment.  
An investment in the safety & well-being of mothers and newborns in our community.



## Life-saving equipment needed:

- Nursery Cardiac Monitor
- Newborn Isolette
- Jaundice Bilirubin Light
- Labor Beds
- Dual Arm Workstations
- Infant Otoscope

WHAT'S NEXT?

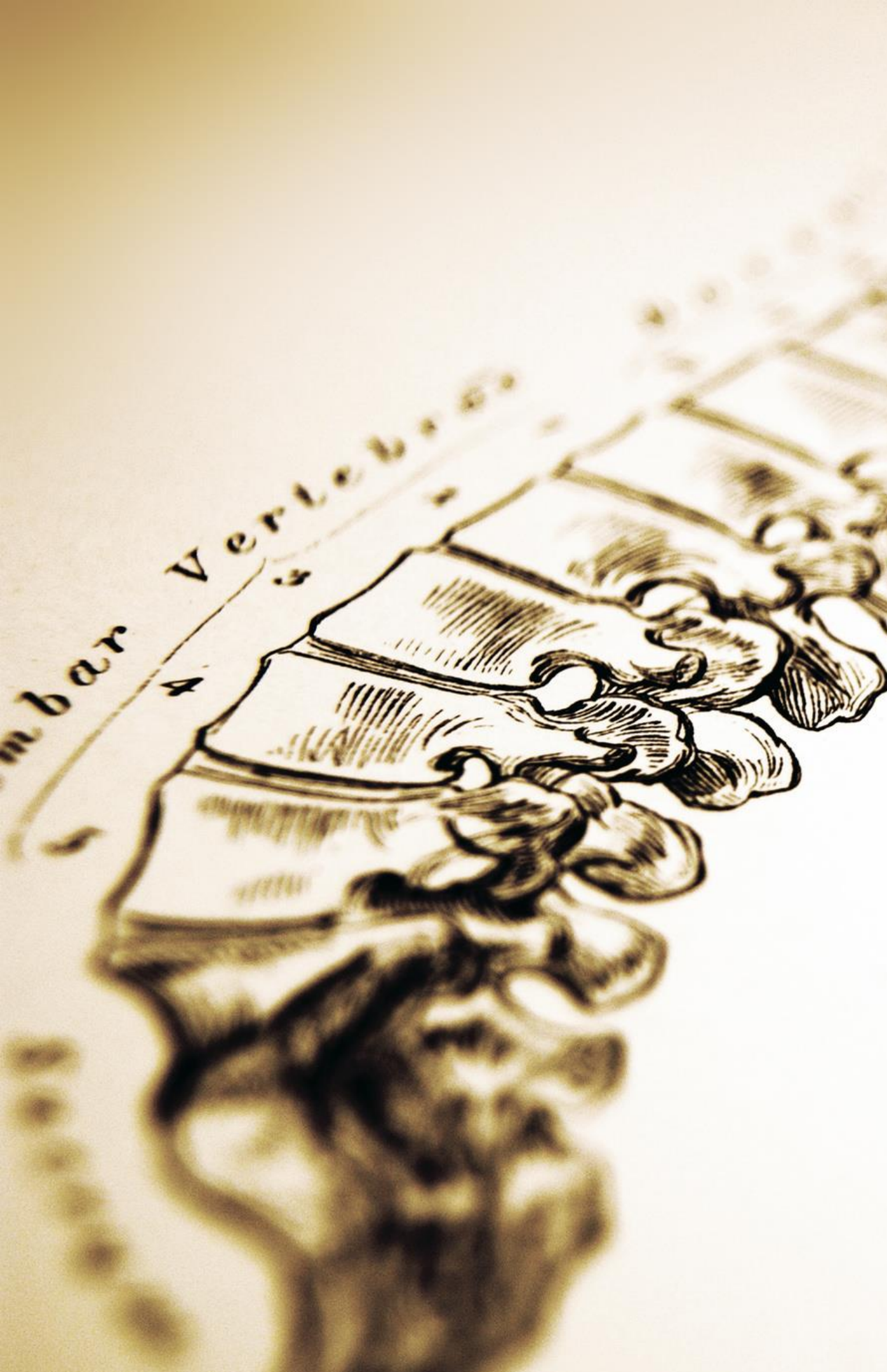
# Strategic Plan 2024-2029

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## THE GOALS WILL BE CENTERED AROUND

- 1) Our Patients
- 2) Our Medical Team
- 3) Our Community

Empowering the voice of our community, creating a sense of ownership and a sense of belonging within our internal and external community—while cultivating cross-sector partnerships with local businesses, government, and individuals are core elements guiding this plan and vision.



WHAT'S NEXT?

# The other element guiding this vision is

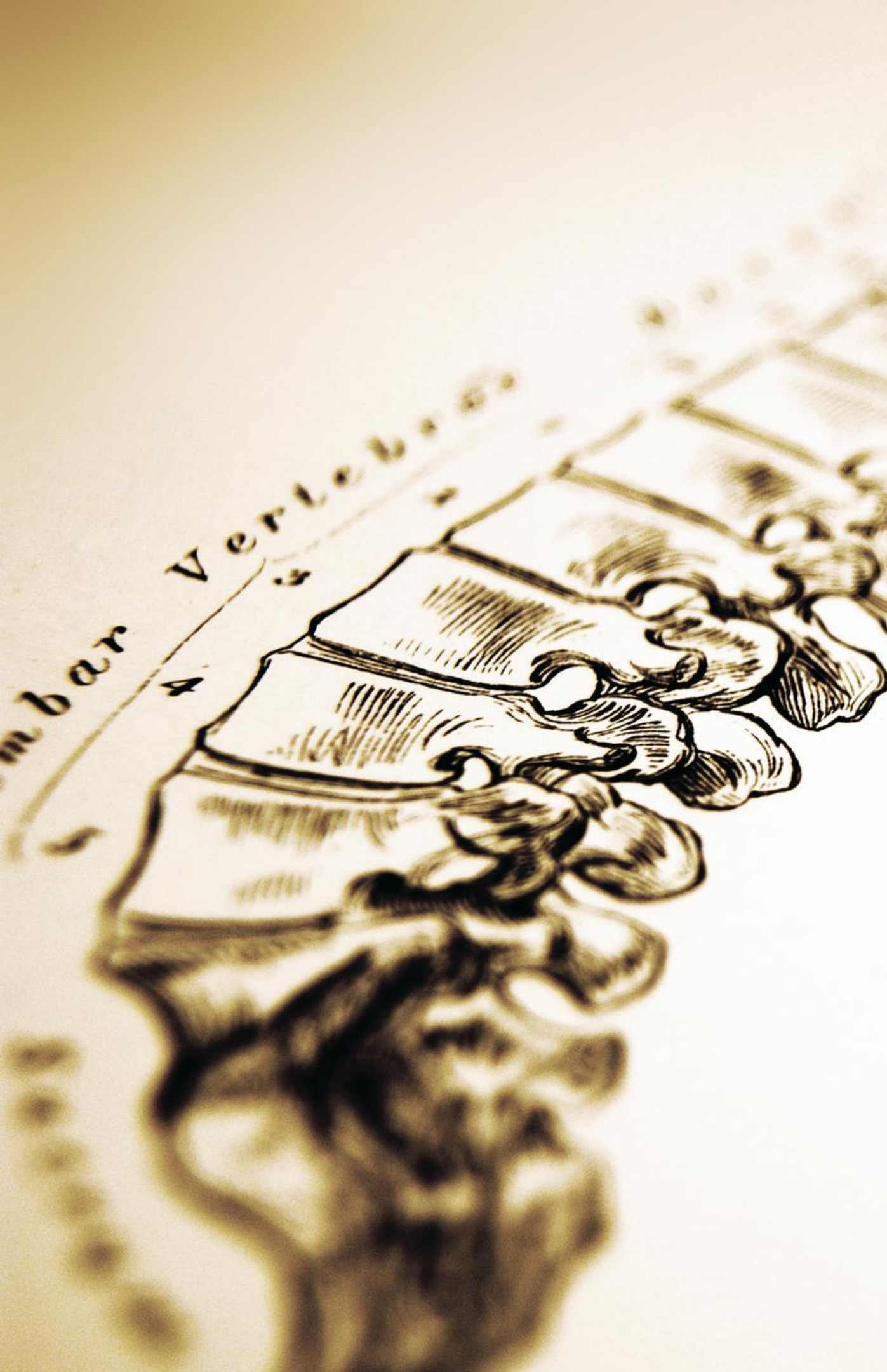
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**IN POSITIONING**

**THE HEALTH SYSTEM & WHIDBEYHEALTH AS**

**THE BACKBONE FOR ECONOMIC VITALITY  
& QUALITY OF LIFE ON THE ISLAND.**

If you close your eyes and imagine what life would be like on Whidbey without WhidbeyHealth and quality care, we would see a domino effect of negative and direct impact on our local businesses and on the quality of life.





## Our Value

Proposed

# Vision & Mission

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**To** pioneer sustainable rural healthcare solutions and enrich the quality of care for everyone on Whidbey Island

**Through** philanthropy, community advocacy, outreach, and innovative partnerships'

- 1 to advance patient care at WhidbeyHealth
  - 2 empower our healthcare professionals
  - 3 strengthen the community's economic vitality
  - 4 secure resources & access to high-quality healthcare for all.
-

Our strategic plan is a testament to our shared vision of a healthier, stronger, and more vibrant future.

Together, we are building a legacy of care, compassion, and empowerment that will resonate throughout our community for generations to come.

Empowering the delivery of exceptional care serves as a lifeline not only to each patient but also extends its reach to our dedicated employees, our local businesses, and, ultimately, to the very essence of our community's quality of life.

Samar Army



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# WHERE ARE WE HEADING?

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# Q&A