THE PULSE

Exceptional care when and where you need it

- Level III Trauma Center
- Emergency Services: when and where you need them
- Primary Care
- The Economics of Healthcare
- Power of Partnerships
- Commissioner’s Corner – Taking care of each other

July 2021
Volume 35
Dear Neighbors and Friends,

As always, I hope this letter finds you healthy and well. After a record-breaking heat spell, summer has officially arrived on Whidbey Island! As social restrictions ease, we are once again able to enjoy the beauty and majesty of this beautiful island that we call home.

I am so grateful for all of the healthy things about our island – the fresh food sources, clean air, our caring community, and our local WhidbeyHealth providers.

Outdoor activities are a big part of what is so amazing about Whidbey and we’re excited to announce that, after a 2020 hiatus, the Tour de Whidbey is back in 2021!

Join us August 21st for what is known as one of the most beautiful bike rides in the Pacific Northwest. Enjoy breathtaking views and natural beauty as you ride the “back roads” of Whidbey. Whether you’re a seasoned cyclist interested in our Whidbey Power route or looking for a day of family fun in the sun with our family-friendly 10-mile route – this event is for you. As always, safety is a top priority, so wear layers, bring your water bottle and don’t forget your helmet!

Funds raised from the Tour de Whidbey will be used to purchase the critical equipment and supplies needed to ensure quality healthcare is available when and where you need it. WhidbeyHealth is continually evolving to meet the needs of our diverse community.

Thank you for your ongoing support of local healthcare, a critical community resource. Your help will ensure the ongoing delivery of exceptional care, close to home.

If you are interested in learning more or signing up for the Tour de Whidbey 2021, please click here.

Whatever the rest of 2021 brings, we know that strengthening healthcare strengthens us all!

Warmly,

Helen Taylor,
Executive Director
WhidbeyHealth Foundation

Big News in August!

Our Board of Commissioners and entire staff at WhidbeyHealth is excited about the upcoming notice of accreditation which we expect in August. Attaining our accredited status is a major achievement for the hospital and entire health system.

This process entailed updating and refreshing processes and policies to comply with established national standards of care and operation. Once completed, we participated in an unannounced survey visit by a team from DNV, the accrediting organization. During that survey, the DNV team was given complete access to records, and our entire operation.

The interim report required very few corrective actions, all of which were addressed in a follow-up submission immediately after the survey. DNV will return to verify the required changes after which we will receive official notice of WhidbeyHealth’s status as an accredited hospital.

To say that this is a major milestone would be an understatement. For a rural critical access hospital like ours, this speaks volumes to our ongoing commitment to our vision: providing exceptional healthcare by exceptional caregivers.

Please join me in congratulating everyone at WhidbeyHealth!

Ron Wallin,
District 3 Commissioner and President
WhidbeyHealth Board of Commissioners

Helen Taylor,
Executive Director
WhidbeyHealth Foundation
Exceptional Care

I had the pleasure of spending time with our team at the Whidbey Island Fair this month. It was fun to meet more members of the community, watch our EMS team give kids and families tours of some equipment in a paramedic unit, to see people outside and enjoying this annual tradition that was cancelled last year.

Many people had questions about our EMS services and some were surprised to learn that Whidbey Island EMS is a hospital-based system. Once a common model, today only 7% of the nations 15,000 ambulance services are hospital-based. A 2010 survey revealed that hospital closure of ambulance services outnumbered newly started services by three-to-one.

The survey cited several reasons for the trend, including the feeling that EMS was unlike operating a hospital and managing the service is difficult. These reasons for closing a critically important service like EMS are simply lame excuses.

At WhidbeyHealth, we are fortunate to have an EMS leadership team specifically experienced in their role.

WhidbeyHealth EMS is closely integrated with our Emergency Department and our partners in the fire service and law enforcement agencies. Our paramedics respond to over 8,000 requests per year from operating bases spread from one end of the island to the other.

Paramedic-level treatment is the gold standard for prehospital care and frequently make a lifesaving difference for our neighbors.

Fairgoers had questions about our Emergency Department – another team I love to talk recognize.

WhidbeyHealth’s Emergency Department is a certified Cardiac and Stroke Center. Thanks to the tight integration with our EMS team, we are able to rapidly initiate treatments to arrest muscle damage from a heart attack or brain damage from a stroke. Patients exhibiting cardiac symptoms or who may be having a stroke (a blood clot in the brain) have a very limited time (often less than an hour) before serious permanent damage occurs. Following the advanced protocols for these emergencies, a rapid diagnostic process is initiated before the patient’s arrival, saving valuable minutes.

The Emergency Department is also a Level III trauma center, staffed full-time by board-certified Emergency Physicians and certified emergency nurses. Like cardiac and stroke emergencies, patients with serious injuries often require immediate surgical intervention to survive their trauma.

Fewer than 3% of our Emergency Department patients are transferred to specialty care off-island.

Thanks go out to everyone who visited us at the Fair. We’re always eager to answer your questions – keep them coming. Email us any time at myhospital@whidbeyhealth.org or connect with us on social media. The more we hear from you, the better we can serve you.

Very best,
Ron Telles, CEO
Ensuring the highest quality of care

WhidbeyHealth Emergency Department is classified as a Level 3 Trauma Center based on our facility size and the level of care we provide to trauma patients.

We undergo annual regulatory audits from the Washington Department of Health to maintain that certification.

Bert Balagot, WhidbeyHealth’s Trauma Critical Care Coordinator is charged with on-going education and training the entire Emergency Department team. Under his leadership, the entire ED team receives ongoing training as part of that certification requirements.

As an example, our Emergency Department Registered Nurses meet annual certifications in Trauma Nurse Core Course (TNCC), Emergency Nurse Practice Course (ENPC), ALCS, BLS, and many also have PALS training.

In addition to our Trauma certification, WhidbeyHealth is classified as a Level 3 Stroke Center and Level 2 Cardiac Center. Our multi-disciplinary teams diagnose, treat, and stabilization stroke and cardiac patients and when their care requires it, transfer them to a larger specialization facilities to ensure the best possible clinical outcomes.

To learn more about our Emergency Department visit our website.

When and where you need us.

With the arrival of warm weather and easing of restrictions we’re getting outdoors and back to more traditional summer activities. Those active lifestyles can, at times be accompanied by unexpected accidents or illness.

Our hope is that you’ll never need to visit our Emergency Department, but when the unexpected happens and you need immediate, emergent care, WhidbeyHealth responds.

For many emergencies, our Emergency Medical Services [EMS] team is your first contact with the WhidbeyHealth system. Our EMS teams respond to over 8,000 calls each year providing basic and Advanced Life support across Whidbey Island.

When minutes count, they bring state of the art equipment, skills, and resources to you. They quickly assess each situation, capture vital signs, EKGs, and begin other treatments as needed to stabilize each patient. They’ll determine the best way to move and transport patients to the emergency room for additional, higher-level care.

Our emergency department is staffed 24hrs a day by a multidisciplinary team of doctors, nurses, and specialists, ready to provide whatever care is needed. Patients are triaged, prioritized, and treated, based on the severity of their condition.

Certified by the Washington Department of Health as a Level 3 Trauma Center, 97% of Emergency Department patients are cared for at the Medical Center, and only 3% are transferred to other medical centers for specialized treatment.

To meet the diverse needs of emergency room patients we use a multi-disciplinary team of specialists from dispersed departments across the hospital including respiratory care, imaging, laboratory, surgery, anesthesia, and more.

In critical situations such as major trauma or severe cardiac events, we’ll stabilize and transfer patients by ambulance or Life Flight teams to local and regional hospitals or specialized care facilities to ensure the best possible care and outcomes.

Learn more about our Emergency Care services and how WhidbeyHealth is helping save lives here.
Tour de Whidbey
Your ride, Your choice!

After a year hiatus and the relaxation of restrictions, we’re excited to announce that the Tour de Whidbey is back!

Regarded as one of the most beautiful bike rides in the Pacific Northwest, you can leisurely enjoy breathtaking views while you bike the “back roads” of Whidbey or take in the scenery as you are pushing yourself to the limit. Families can explore the island beauty on our 10-mile “family friendly route.”

There are many routes to choose from based on your skills and preference including 10, 22, 33, 50, 67, 100-mile routes or ride the perimeter of Whidbey Island for a 162-mile, 10,000 ft. accumulative elevation in our Whidbey Power Route.

SAFE | RIDER

On call 24/7 – service highlights

Effective, safe, and high-quality diagnostic imaging, especially X-ray based examinations and ultra-sonography, are crucial for medical decision-making and can reduce unnecessary procedures.

Our Diagnostic Imaging [DI] department requires an appointment for walk-in services; however, they are available to ED and hospitalized patients around the clock to ensure physicians and medical teams have the critical diagnostic information needed to provide the best possible care for every patient, regardless of the time of day.

DI services include innovative treatment options in the field of high-resolution bone density, breast MRI, computed tomography (CT), digital mammography (2-D and 3-D), echocardiology and more!

Our Nuclear Medicine team uses cutting edge techniques including SPECT and PET scans two most common imaging modalities in nuclear medicine. They conduct bone, thyroid, lung, and renal scans as well as lung cancer screenings.

While our Laboratory Services require a doctor’s order, they do not require an appointment. Services include routine draws, chemistry, coagulation, blood banking, and more!

Anyone can take advantage of our Diagnostic Services Departments, even if your provider is off island.

To learn more about our Diagnostic Services and how WhidbeyHealth can help make your provider follow-up guidance more convenient for you, click here.

Tour de Whidbey
August 21st
2021

Safety is priority one!

While there are many pandemic restrictions lifting, we must continue to abide by some for the safety of those around us.

Riders cannot participate if they have been diagnosed with COVID-19 and have not completed their isolation period or are not clear of symptoms. We ask those that are not fully vaccinated to please wear your mask.

Pre-registration is strongly encouraged!

For more details and to register for the ride of a lifetime, click here.

If you would like to learn more about the many ways that you can support WhidbeyHealth and how the WhidbeyHealth Foundation’s efforts support the healthcare needs of our Whidbey Island community, please visit our website here.

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With you for life

Our bodies are incredible machines, capable of tremendous feats, agility, and processes. But, like any machine, we all require regular maintenance.

From infants to grandparents and all points in-between, our primary care clinics provide that maintenance with wellness exams, laboratory tests, and treat illness and injuries, including minor surgical procedures—all close to home.

Our primary care providers work with each patient to create a personalized preventative care plan that addresses any concerns and helps them maintain optimal health.

Choosing between the Walk-In Clinic and the Emergency Room at the Medical Center should be based on severity of the health problem.

Walk-In clinics are the perfect solution for most non-emergency situations—the type of condition that you might go to your regular doctor for treatment, but it’s after hours, your primary care provider isn’t close by, or you haven’t established with a primary care provider.

When should you come to the Walk-In Clinic?

- Back pain
- Nausea, vomiting, diarrhea
- Minor headaches
- Bumps, cuts, and scrapes
- Fever, cold or flu symptoms
- Ear or sinus pain
- Cough or sore throat
- Animal bites
- Sprains, strains, or suspected fractures

Unsafe of when to visit one of our Walk-In Clinics or when to call 911 or go to the Emergency Room? Visit our website here, or you can visit our Walk-In Clinic page to learn more about the services available at each location here.

Safety continues to be a top priority and we know that delaying care may make your condition worse. In an effort to provide easy access to care, we’ve expanded our telehealth services, providing an option to in person visits when appropriate.

To get started on your health care, schedule an appointment with one of our primary care providers in Oak Harbor or Freeland. You can also select a primary care physician from the list of primary care practitioners here.

To learn more, click here: https://whidbeyhealth.org/primary-care
The paperwork cost of saving lives.

The relationship between patients and their health plans is shifting drastically. Where once a simple process, patients and provider organizations are stuck in a web of ‘utilization management’ methods often resulting in denial or delay of benefits a patient is entitled to receive.

To complicate this problem, an entire industry has emerged: companies who serve the insurance plans by ‘managing utilization’ - which really means deciding whether a prior approval will or will not be granted. In too many cases, the companies reviewing authorization requests are untrained, unfamiliar with the delivery of healthcare and make decisions that are not only unsound, but potentially deadly.

According to a 2018 study by the US Census, two thirds of Americans rely on the private sector (commercial insurers) for their healthcare coverage. Add to that the one-third of us who benefit from government insurance programs like Medicare and Medicaid. For both groups, these utilization management methods are used in nearly every state.

Escalating this problem is that each insurance plan establishes its own criteria for prior authorizations, placing an avalanche of administrative burden on the hospital and providers. Some physicians are reporting spending two days every week managing the complex, often conflicting authorization requests.

The impact on patients can be immediate and dangerous. For example, one American Hospital Association survey respondent indicated that they had cared for a patient newly diagnosed with diabetes and who had an extremely elevated blood glucose level.

“Despite this level being at a critically dangerous five times the acceptable range, the patient’s health plan informed the treating clinician that insulin, a standard lifesaving medication that has been widely used for nearly 100 years, was subject to prior authorization and review would take up to 24 hours.”

The clinician was forced to provide the patient with samples to immediately start treatment while awaiting the health plan’s decision. In this example, the health plan’s prior authorization procedures could easily have imperiled the health of the patient except for the ability of the clinician to make do with samples.

This process of delegated authority for contract administration results in a tug-of-war where patient and providers are battling the bureaucracy of insurance plans and their contractors for timely payment of claims.

WhidbeyHealth’s Patient Financial Services [PFS] team deals with this problem every day. This group is focused on getting every dollar of insurance benefit a patient deserves.

If you’re having difficulty with a claim for service by your WhidbeyHealth provider, call the PFS team for help at: 360.678.7656 EXT. 4097.
June 2021 WhidbeyHealth Heroes:

**Debbie DeCorde,**
**Chief Human Resources Officer; Human Resources**

“Debbie DeCorde is a breath of fresh air to the hospital. Every time I interact with Debbie, I feel like my concerns are heard and taken seriously. Her caring attitude makes me feel comfortable bringing any concern to the HR department. Knowing that whatever it is will be handled fairly and I will be treated with respect and kindness. Debbie goes above and beyond to make sure employee needs are met. HR is supposed to be here for the employee, with Debbie leading her team I can say with confidence that they are here to support us.”

**Jamie Hall,**
**Groundskeeper; Facilities and Plant Operations**

“Jamie is the Lead Groundskeeper. He has an immense workload and takes it on with an enthusiasm and a great attitude, which is rarely seen on this planet by mere mortals. His customer service skills are second to none. He has a very strong work ethic which is offset by cat-like reflexes. His innovative and compassionate approach to maintaining the grounds is apparent with the impact and dedication he utilizes in his leadership role.”

**Ali Huffman,**
**Payroll Specialist; Accounting**

“Ali is a star. She is willing and able to help our employees, all the time. She is so smart and capable that I look forward to seeing where she goes in her career. Her work with payroll and reducing overtime in combination with all of the different union contracts is absolutely outstanding!”

**Helen Taylor,**
**Executive Director; WhidbeyHealth Foundation**

“Helen is simply the most compassionate, understanding, levelheaded, and supportive boss I have ever had. Her dedication is unwavering and puts her whole heart into her work. She cares so much about healthcare in our community and is a constant inspiration both personally and professionally. Her door is always open and there is no question too small. We all love Helen!”

**What is a WhidbeyHealth HERO?**

A WhidbeyHealth Hero is someone who helps to shape and define the patient and employee experience at WhidbeyHealth.
HERO SPOTLIGHT

Patricia (Pat) Meyers, Registered Nurse

Nurses play a critical role in the delivery of quality healthcare. They are an integral part of patient care, recovery, and education. These sentiments describe nurse Pat Meyers to a tee!

As a critical member of our Obstetrics Care team in the WhidbeyHealth Family Birthplace, it’s safe to say that her impact is evident in the shining faces of all the new lives she’s helped deliver over her career.

Pat has been a driving force and staple at WhidbeyHealth for some 30 years, providing outstanding care for patients, family members and newborns.

When asked about Pat’s impact on the community, one of her co-workers shared these thoughts, “Pat has been a driving force for moving our Lactation Services forward.

“Ms. Pat has been a key figure in the growth of the WhidbeyHealth Family Birthplace, coordinating our resources to support our expanding island population, develop new ideas and services of value to the community.”

She is forever advocating for the patients, as well as our nursing staff and providers. When Ms. Pat is an education preceptor, she envelops you and brings the all-new staff under her reassuring wings as she helps you grow into the amazing self you already are!

All to give the best service and care for our ever-changing census. She gives you the confidence and skillset to grow on your own. Pat is everyone’s “Auntie” and we would not be the excellent care unit we are without her presence in it!”

Have you seen a hero in action?

Have you had a great experience with a team member at the Medical Center, Primary Care, Walk-In Clinic or our EMS teams, treating you with exceptional care and compassion? Is there someone you know who works tirelessly to keep the hospital running, caring for patients, or managing operations? We’d love to hear about them!

Click here to add your nomination for the next WhidbeyHealth Hero.
The BUZZ

“I wanted to express how much I appreciated the care extended to me by the WhidbeyHealth staff for my two treatments. Everyone who cared for me were compassionate and very professional. I would also like to thank the kitchen staff for two delicious meals!”

- Medical/Surgical Inpatient

“I understand that sometimes emergencies can push the waits for CT scans. The technicians were all great. Overall, I was very impressed.”

- Diagnostic Imaging Patient

“The medical care I received from Dr. Oman and the medical staff in her office and the surgical department was excellent. My primary care doctor strongly recommended Dr. Oman and I decided to give her a try. If this experience had been the experience, I had with Whidbey General Hospital a number of years ago, I would never have gone to another hospital.”

- Ambulatory Surgery Patient

“You all made my hospital stay quite comfortable by the kindness and skill of the ward clerk, techs, nurses, house keepers and my physician. Thank you all. I am feeling much better because of you! We are very grateful and blessed to have such a wonderful facility on Whidbey Island”

- Medical/Surgical Inpatient

Check out our new BUZZ page to see more of what patients and staff are saying about WhidbeyHealth.

WhidbeyHealth Knowledge Challenge

Introducing the WhidbeyHealth Knowledge Challenge; a great way to stay informed, get inspired, have some fun and show off your smarts!

Here’s this month’s challenge.

Our FOCUS on Emergency care

To enter, go to whidbeyhealth.org/knowledge-challenge, complete the challenge, enter the correct answers in the form below the puzzle, add your name and email address and hit submit! Then check back to see your name on the winners board!

ACROSS:
2. WhidbeyHealth is a level ___ trauma center
5. Clinics open 7 days a week
9. Pediatric Rehab is part of _____rehabilitation
10 Diagnostic ___(dept.) is part of our Trauma Team
11. Acronym for Fellow of American Collect of Emergency Physicians
13. Upcoming bike ride.
14. An AED is an automated external _________

DOWN:
1. WhidbeyHealth delivered 18,000 ______________
3. CPR stands for _____________
4. A CT scan stands for Computed __________
6. _____ Care services provide blood draws, chemistry and coagulation
7. WhidbeyHealth’s Trauma Critical Care Coordinator, Bert ________
8. How a patient travels to a partnering hospital in an emergency
12. What is the acronym for the basic CPR steps__________
Commissioner’s Corner

This month’s contribution from the Board of Commissioners comes from President Ron Wallin.

To fully understand the present, we should understand the route which brought us here. This article is not so much a history lesson as it is an object lesson that speaks to the character of our community.

In the late 1800’s, contagious diseases like diphtheria, smallpox and tuberculosis were sweeping the nation. Women throughout the island were taking in the sick in ‘home hospitals.’ At great risk to themselves, isolating sick patients helped contain the spread of disease.

Historians noted that our island is a generous, welcoming place to live.

Maternity care was an area of particular concern as traveling to hospitals in Seattle often threatened the lives of newborns and moms. The Olson family operated the Deception Pass ferry, cautioning patrons that service was “subject to storms, breakdowns and conditions beyond our control.”

Like many changes in healthcare, Whidbey’s women demanded better. The “Twill-Do Maternity Home” was opened in 1934. From the very beginning, it was locally operated and staffed and eliminated perilous trips to Seattle hospitals.

Once again, our community was taking care of one another.

But home hospitals and a maternity home were simply not enough. Modern medicine evolved beyond the capacity of untrained volunteers and courageous nurses. Patients needed more doctors, and sophisticated treatments which required a pharmacy. X-Rays were needed to help surgeons treat fractures and other injuries.

Whidbey Island needed its own hospital.

An Oak Harbor dentist first proposed a local hospital in 1944, but his effort didn’t go very far. Once again: in 1957, women stepped in to create ‘guilds’ to organize fundraising and galvanize support from the community.

Voters approved the formation of the Whidbey Island Hospital District in 1962, supported by the first tax levy. Whidbey General Hospital opened its doors in 1970, a full 26 years after one resident inspired others to help family and friends.

My point is this: It is in our community’s nature to take care of each other.

This was proven repeatedly as COVID-19 descended on us and women once again organized community members to make thousands of masks to protect staff and patients. Residents donated generously to the Foundation to help offset the crushing costs of the pandemic. Our service clubs joined forces to procure personal protective equipment when conventional supply chains struggled.

When vaccines finally arrived on the scene, dozens of volunteer providers signed up to create Whidbey Island’s first inoculation clinic, eventually delivering almost 18,000 shots. Dozens more volunteers stepped forward to help as registrars, parking attendants, concierges to usher patients along the process and manage the waiting room at the end of the vaccination process.

We do things our own way on Whidbey.

We knew we couldn’t wait until help came from the state or other officials. We knew that inaction would be as dangerous as the pandemic itself. We knew it was urgent to get ahead of the problem and to take steps to protect family and friends on the island.

Especially in the early stages, WhidbeyHealth’s staff and community volunteers joined forces to lead in defending each other from infection and safely treat the unfortunate few who fell ill. COVID-19 is not the first pandemic to invade Whidbey Island. In many ways, we have been getting ready for decades.

For more than 100 years, we have known what’s best for our little slice of paradise. We have our own schools, our own library, and our own economy.

We have our own hospital.

To your good health,
Ron Wallin
OUTPATIENT SERVICES Spotlight

WhidbeyHealth Rehabilitation Care

If you’ve been seriously injured, undergone surgery or experienced a stroke, your doctor may recommend rehabilitation to help you recover. Rehabilitation therapy offers a controlled, medical environment to help your body heal while you regain strength, relearn skills you lost or find new ways to do activities that may now be difficult. It can also help minimize the risk of further damage or injury in the future.

**Cardiac Rehab** is a medically supervised program designed to improve your cardiovascular health if you have experienced heart attack, heart failure, angioplasty or heart surgery.

**Pulmonary Therapy** is an important part of managing chronic respiratory disease like COPD and Asthma. Regardless of where your doctor is, you can get help managing your condition, right here on Whidbey.

Rehabilitation therapies including **Occupational, Physical and Speech Therapy** can support recovery from injury as well as communication and physical limitations. Each form of rehabilitation serves a unique purpose in helping patients return to a healthy and active lifestyle and improve their overall quality of life.

**Pediatric Therapy** is part of our Occupational Therapy discipline. It uses a combination of occupation, physical, and speech language pathology to elevate and treat infants and children with special needs like fine motor, gross motor, sensory, speech, language, and feeding and swallowing therapies.

Our dedicated rehab team is focused on delivery customized programs that help you reach your goals.

**Keep an eye on future editions of the PULSE for more details on our rehab program or visit** [https://whidbeyhealth.org/outpatient/rehab](https://whidbeyhealth.org/outpatient/rehab)

WhidbeyHealth Community Pharmacy Update

Each week moves us closer to opening our new WhidbeyHealth Community Pharmacy located next to the Medical Center in Coupeville.

We are fine tuning every aspect of our services and process to make sure our pharmacy experience meets the needs of our community.

From the personalized and private consultations, to the drive-through window for convenient prescription pick-up, we’re doing everything we can to deliver exceptional experience, every time!

Certifications are in place, inventory has been ordered and we’re adding staff with plans for a “soft opening” for employees and their families in August, with an official grand opening for the entire Whidbey Island community soon after.

**We cannot wait to invite you in!**

Keep an eye on future editions of the PULSE, our WhidbeyHealth News and Facebook page for the latest updates!
Emergency Department Director

In the constantly changing environment of the Emergency Department, you will find Dr. Nicholas Pererra’s calm leadership even in the most chaotic moments typical for a rural trauma center. Whether treating patients who arrive to our ED on their own accord, or by our amazing EMS team, Dr. Perera always takes the same approach - the patient comes first.

PATIENT CARE PHILOSOPHY:

- Provide personal and prompt care in emergencies.
- Ensure a healthy patient experience through teamwork with the patient, family, and nursing staff.
- Whenever possible, explain to patients and family step by step what is happening and why.

Dr. Perera’s SCOPE OF CARE:

- Initial evaluation, diagnosis, and treatment of patient of any age who require expeditious medical, surgical, or psychiatric care for unforeseen illness or injury.
- Assessment, stabilization, and coordination of care for patients who require transport to another hospital for more specialized care.
- Collaboration with Primary Care physicians, hospitalists, and specialists to manage the patients who come to the Emergency Department to assure the best continuity of care.

A graduate of Case Western University School of Medicine, an intern at Maricopa Medical Center, and a Fellow of the American College of Emergency Physicians, Dr. Perera has an exceptionally high level of education, training, qualifications, and conduct. Joining the WhidbeyHealth staff in 2009, he has served as Chief of Staff as well as on our Credentialing Committee, which evaluates the qualifications of physicians who practice at WhidbeyHealth.

A driving force in the early days of the COVID-19 pandemic, Dr. Pererra was constantly researching the best guidance to shape WhidbeyHealth’s response. Frequently, that guidance seemed to change almost daily.

He continues that role as a respected leader of his department, but the entire healthcare system as well. We are fortunate to have Dr. Perera leading one of the most important departments at WhidbeyHealth.

Learn more about our Emergency team and the role they play to keep you safe and healthy, close to home.
MyWhidbeyHealth Patient Portal

Patients of the WhidbeyHealth System benefit from two online patient portals – one for services provided at the Medical Center and one for services received at our primary care, outpatient care, specialty care, and walk-in clinics.

WHY REGISTER?

Both portals allow secure online access to your medical records, communicate with your providers, and their team to request prescription renewals (primary care patients only). In addition, you can share summaries of your care to other providers or with family members you choose.

Talk with our registrar when you come in for treatment or visit MyWhidbeyHealth to register.

Sign up for WhidbeyHealth Medical Center portal if you had a hospital stay or had services at:

- Medical Center
- Emergency Department
- Cancer Center
- Wound Care
- Diabetes Care and Management
- Rehabilitation Care
- Diagnostic Imaging
- Laboratory
- Sleep Care

Sign up for WhidbeyHealth Clinic Portal if you received services at one of the following facilities:

- Walk-In Clinic Clinton
- Walk-In Clinic Oak Harbor
- Outpatient Services Goldie Street
- Primary Care Cabot Drive
- Women’s Care Coupeville
- Orthopedic Care
- Surgical Care
- Primary Care Freeland

Once you sign up, you can access your MyWhidbeyHealth account on our website or by downloading the app.

Smart phone users can download the secure mobile application for iOS or Android.
Did you know?

WhidbeyHealth EMS is more than an ambulance service!

Paramedics at WhidbeyHealth would rather that you be safe than sorry. In addition to responding to emergencies, our EMS teams offer a number of first aid and injury-prevention programs, including:

**ACT to Save a Life – one-hour first aid classes that focus on:**
- How to give an Antidote for suspected overdose patients
- CPR and Automatic External Defibrillator (AED’s) for cases of cardiac arrest.
- Tourniquets to control severe bleeding

**CABS –American Safety and Health’s “Child and Babysitting Safety”**
- In this four hour, free, fast-paced, interactive session we train “Activities Coordinator’s/Injury Prevention Specialists” because that’s what we believe the real job is!
- This training has been found to be very useful for Grandparents, Expectant Parents, New Parents, latch-key kids, and budding entrepreneurs looking for that very important, “first job!”

**SAIL –“Staying Active and Independent for Life”**
- The CDC has described “Senior Falls” as the #1 most preventable cause of injury, disability, and even death to those 65+.
- Participate in our eight week, revolving, Senior fall prevention program at WhidbeyHealth Medical Center that focuses on identifying fall prevention strategies, strength, balance, and aerobic exercises.

Learn about these courses and more on our website.

The Power of Partnerships

From the time you dial 911 until your care is completed, our strategic partnerships help ensure you receive the highest quality of care every step of the way.

The Island County dispatchers in the 911 center are the first touch for most emergencies. Their calm voice and expert skills at gathering critical information ensure the right resources are mobilized without delay. In addition to our EMS teams first responders, firefighters and police officers are also dispatched based on the nature of the call.

Dispatchers help guide rescue teams while police make sure the scene is safe. Our EMS teams include both basic and advanced life support skills, quickly identifying the best course of treatment. Their direct communications with the hospital alert ED teams and provide a channel for...

Once in our ED, patients a multi-disciplinary team of specialists including respiratory care, diagnostics, images, and surgery ensure a holistic approach that ensures the best possible outcomes.

For patients requiring specialized care for stroke, burns, or cardiac related events, our partnership with Life Flight ensures rapid transfer to advanced care facilities in minutes.

Together with our partners, the WhidbeyHealth team is focused on delivering quality care, without exception. Learn more about our amazing partnerships here.
Helping you stay healthy and active is our top priority. Here are a few ways we can help.

TOUR DE WHIDBEY
Whidbey Island beckons you... to join us for the PNW’s most beautiful bike ride on August 21st. You can leisurely enjoy breathtaking views or take in the scenery while you push yourself to the limit. All proceeds benefit the WhidbeyHealth Foundation.

Walk-In Clinic
When life’s minor illnesses and injuries require medical attention and you can’t see your primary care provider, our Walk-In Clinics in Oak Harbor and Clinton are close to home, providing exceptional care 7 days a week.

SUMMER FESTIVALS
Get out doors – Whidbey Island Fair program, the Hydros for Heroes program, the Coupeville Arts & Crafts Festival program, and the Oak Harbor Music Festival.

SUMMER SAFETY
Summer activities and events are always a blast, but an accident can ruin an otherwise fun and relaxing outing. Check out this resource to keep you and your loved ones safe this summer.

ACTIVE LIFESTYLE
Time for a knee or hip replacement? Our Total Joint Replacement team is here to make sure you have the best possible experience and quickest recovery.

REHAB
Rehabilitation is a key component of recovery after an injury or procedure. We specialize in general, cardiac, pulmonary, physical, occupational, and speech therapies.

SAFETY RESOURCES
Keeping the community safe is priority one with resources like Automated External Defibrillators (AEDs), Cardiopulmonary Resuscitation (CPR) training, Antidote/CPR/Tourniquet (ACT) training and more.

TO YOUR HEALTH
See the complete list of information, services and resources available to help you stay safe, healthy and active.