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| A close up of a logo  Description automatically generated |  | Peninsula Community Health ServicesSubmitted By: Jennifer Johnson-Joefield Quality Director |
| PCHSPeninsula Community Health Services serves over 34,000 people on the Olympic Peninsula of Washington State. We have ten medical clinics providing ambulatory primary care services, with integrated behavioral health and outpatient substance use disorder treatment. We have five dental offices totaling 34 chairs, with three dental offices co-located with medical care. There are five class A pharmacies at our medical locations which provide retail services and comprehensive clinical services for our patients with chronic conditions like hypertension, diabetes, and asthma. Over the past two years, we have cultivated a mobile fleet that spans across our service lines of business comprising of four clinics on wheels with a fifth, mobile dental, coming soon. Finally, we operate four school-based health clinics with plans of further expansion in the fall of 2020. Over the past three years, we have rapidly expanded and grown to work towards meeting our community’s needs. ContactPHONE:360-475-6709WEBSITE:[www.pchsweb.org](http://www.pchsweb.org) EMAIL:jljohnsonjoefield@pchsweb.org |  | COVID-19 Tangible innovationMany of our actions in response to COVID-19 were creative and innovative, but this one stands out the most. PCHS primarily stayed open and saw healthy patients in person while doing telehealth for symptomatic people. Some clinicians were unable to work dur to their personal individual risk level. Meanwhile a community partner of ours was struggling with increasing demand and higher call volumes. Together we solved each other’s problems by having our Medical Doctor take on 911 overflow calls for non-emergent medical needs. Once connected, our MD conducted a virtual telehealth visit to reduce the need to transport people to the hospital unnecessarily.  911 Overwhelmed* 911 calls dramatically increased when COVID-19 started
* High call volumes meant some people were not getting timely access to emergent care
* Transporting more people to the local Hospital in an emerging pandemic is not ideal
* Increased ambulance transports increased exposure risk to EMT First Responders

Medical Doctor High Risk for COVID-19 Furloughed * Outstanding Medical Doctor furloughed at home due to risk level
* Telehealth launched with low visit volumes

RelationshipsBremerton Fire District ChiefReached out to PCHS for help and once PCHS agreed, they set up the triage workflow and infrastructure to get callers connected to the MD. Peninsula Community Health Services CEOAgreed to help local 911 call volume by diverting non-emergent patients to our MD at home to do an on-demand virtual visit. |