Compassionate Care for Today and Tomorrow

FIND WHAT YOU’RE LOOKING FOR
Pacific Medical Centers welcomed Linda Marzano as its new chief executive officer in January 2015. With 12 years as our chief operating officer, Linda is hardly new to PacMed. As the organization keeps pace with changes brought about by the Affordable Care Act and other developments in the health-care industry, Linda is dedicated to exploring creative, innovative opportunities while maintaining PacMed’s unique culture and strengths.

Linda’s transition to CEO came just eight months following the secular affiliation of PacMed with Providence Health & Services. With the evolving health-care environment, PacMed sought a partner with whom to drive broad changes in the way that health care is delivered. We found that partner in Providence Health & Services, an organization with a similar community-minded mission and vision.

Friends and Colleagues,

Providing excellent, thoughtful care to the individuals and communities that PacMed serves often requires innovative, collaborative approaches. Our affiliation with Providence Health & Services is an exciting development. Together, we can affect change on a larger scale by sharing best practices and innovating collaboratively.

Under this secular affiliation, PacMed remains a separate 501(c)3 and our Board of Directors became the PacMed Community Board. It shares governance responsibility with Western HealthConnect, the Providence entity that enables PacMed to remain secular. Our board will continue its work to improve the health of our community within the greater Puget Sound region.
“At PacMed, our goal is to help our communities live healthier lives. We strive for excellent communication and coordinated care in each patient interaction in order to provide the highest quality care while effectively managing costs. We believe this patient-centered model is the key to achieving successful outcomes and to building a true partnership with each patient.”

—Linda Marzano, Chief Executive Officer, PacMed

Central to these large-scale changes, I recognize that retaining what works is a sure path to ongoing success in our mission. Our people remain one of our most important assets. Ongoing staff training and development are high priorities. Our tuition reimbursement and scholarship programs help employees advance their education through degree and certificate programs. We invest in our people because we believe they will invest their hearts and minds in PacMed’s mission and embrace our corporate values of Respect, Integrity, Service, Excellence and Stewardship.

Our growth over the years has come through our focus on giving patients the kind of health-care relationship they want—respectful, flexible and responsive. Our employees recognize that each patient is unique and has a distinct set of needs. They invest time in growing long-term relationships with patients.

The emphasis at PacMed on strong provider-patient relationships complements our commitment to the Patient-Centered Medical Home model. This model focuses on providing comprehensive primary care to yield excellent outcomes at a lower cost. Additionally, excellent communication, access to care and coordination of care are key to our successful medical home model. We partner with all major health insurance plans and with accountable care organizations (ACOs) to offer care throughout our community. For our vastly diverse patient base, we provide a place where health care fits the needs of the patient.

Our history and our future both rely on one fundamental strategy: organize good people around the purpose of serving our community. It is our proven path to success, and in turn, our community’s success.

—Linda Marzano
Celebrating our past, building our future

PacMed can be identified by the distinctive Beacon Hill tower that has been part of Seattle’s skyline since 1933. PacMed has gone through many changes since its early days as a US Public Health Service hospital.

Our initial mission was to provide high-quality care to merchant seamen. Later, that focus expanded to include active duty family members and retired military personnel and their dependents; Native Americans; and low-income, uninsured people who could not afford to pay for care. In the 1970s, PacMed began treating numerous refugees with special health needs as they arrived in our communities. Today, we serve people in the greater Puget Sound area from every walk of life as well as many who come to us for help because they have no coverage.
“I transferred my children’s care to Pacific Medical Centers and could not be more impressed. Feeling supported and confident in the health-care decisions you make for your child is extremely important. With their caring staff and empathetic providers, PacMed has given me the support I needed and engaged with me as a partner in my children’s health care. PacMed exceeded my expectations.”

—Tracey E., PacMed Patient

Our unique focus has helped us forge strong bonds with those we serve. In fact, we credit our existence today to the massive community effort mounted in 1981 to save PacMed from closure. The result was a shift in control from the federal government to a local public development authority (PDA).

Then on June 1, 2003, PacMed achieved another landmark moment when the clinical group transitioned from the Pacific Hospital PDA, forming a private, nonprofit 501(c)3 organization.

In 2006, we celebrated our twenty-fifth anniversary as a PDA and were pleased by Governor Gregoire’s recognition of Pacific Medical Centers’ mission “to benefit the community [by] providing respectful, high-quality, patient-focused health care to each person in the clinically and culturally diverse communities it serves.”

In 2014, we formed a secular affiliation with Providence Health & Services and transitioned our hospital care to Swedish Medical Center. Together, we continue our commitment to increasing patients’ access to excellent care, reducing costs and improving our patient experience. We look forward to what our collaborative future holds.
Putting our patients first

Our Mission
To provide respectful, high-quality, patient-focused health care to each person and to the communities we serve.

Our Vision
Quality and respect, the foundations of Pacific Medical Centers, will guide us as we strive to earn the loyalty of every person we serve and to fulfill our goal to be one of the leading health-care providers in the Pacific Northwest.

Our Values
Respect for our patients and fellow team members
Integrity and fairness to all
Service to our community
Excellence and continuous learning
Stewardship of our resources

When Pacific Medical Centers was formed in 1981, we treated patients solely at our Beacon Hill clinic. Today, PacMed is one of the largest health-care networks in the Puget Sound area, and our patients receive their primary and specialty care at clinics in King, Snohomish and Pierce counties, from Lynnwood to Puyallup. As part of our plans to grow in the south Puget Sound region, we moved our Federal Way clinic to a larger space in 2015 so that we can support more members of this community.

Our highly skilled providers and care teams contribute to our growth through their strong sense of compassion for their patients. Under their attention, patients receive the respect they deserve and the care they need. We recognize that access to physicians when patients want it is important. Since 2006, we have accommodated 97% of requests for same-day, primary care appointments.
Our patients seek and expect high-quality care. To support this level of care, we have invested in technology and rebuilt our clinical information systems. We are particularly proud of:

- Our advanced pain management clinic with fluoroscopically guided interventional pain management techniques that can restore comfort and mobility.
- Our Nuclear Cardiology Center, which offers a state-of-the-art stress test lab to aid in the detection and management of heart disease.
- Our sleep center with advanced EEG testing to detect neurophysiological disorders and help determine the best treatment.
- Our Versus system, which continuously locates patients, staff and equipment within three of our clinics and aids in improving patient care and overall safety.
- Our mobile C-arm X-ray intensifier used for a variety of surgical procedures such as orthopedics, interventional pain and urology.
- Our use of an electronic medical records (EMR) system, which enhances care delivery and the patient experience. Through the EMR’s online MyChart feature, our patients can securely request appointments, view their health record and lab results, renew prescriptions and communicate with their health-care team.

PacMed is a leader in local health care in part because we have adopted the Patient-Centered Medical Home model. It is founded on the idea that excellent health care arises from a solid foundation of comprehensive primary care.

Looking ahead, we will continue to innovate, develop new services and attract new specialties. But most of all, we will continue to be a place patients can turn to when they need respectful, high-quality care.

“There is a very communal feel about the PacMed practice. Providers, staff and patients feel part of an extended family, one whose overall goal is improving the health of our community while being a part of it.

“At PacMed, we are committed not only to meeting high quality of care standards but also to delivering personalized care that’s consistent with the needs of the community. Our patients see that PacMed providers and staff genuinely embrace their care and value their visit experience. We are committed to a partnership.”

—Vik Dabhi, MD, PhD, Chief Medical Officer, PacMed
Serving those who serve our country has always been a part of our health-care practice, as well as a privilege for our organization.

Today, PacMed is one of only six health-care providers in the country offering the Uniformed Services Family Health Plan (USFHP)—and the only one on the West Coast.

As one of the original USFHP providers, we take pride in the care we offer to active duty family members, military retirees and their family members. Beginning in 2003, the plan also began serving the families of mobilized reservists stationed in Iraq. Today, as a TRICARE Designated Provider, we serve more than 15,000 USFHP members.
In 2012, USFHP began expanding southward to communities in Pierce, Thurston and Kitsap counties. This expansion has increased USFHP membership and allows us the opportunity to better support our military families.

Being a USFHP provider has given us the insight to develop a holistic approach to health care—an approach that helps all our patients stay healthy and enjoy life to the fullest.

Through the health plan, we have learned how to track patient needs in order to assess and comprehensively manage the care they need to lead healthier lives. This includes regular preventive checkups and screenings for such conditions as high cholesterol, high blood pressure, and cervical or colon cancer. But PacMed goes a step further by tracking the need for timely visits to monitor and control the progression of chronic diseases such as diabetes. We have duplicated this successful approach for all of our patients, and it has led to significant reductions in complications from chronic diseases and the need for hospitalization.

It’s clear to us that our proactive approach to care translates into better health partnerships and increased patient satisfaction. Based on the 2014 Consumer Assessment of Healthcare Providers and Systems adult survey, 92% of USFHP members rated their plan an 8 or above on a 10-point scale.

“My wife and I have valued our USFHP and PacMed care for over 15 years. The care and attention of the doctors, nurses and staff have been extraordinary. They know us; we know them—an important element to our health care. During a couple of serious illnesses, PacMed and their affiliates steered us through diagnosis, surgery and follow-up care smoothly. They restored our health without the paperwork burden and forms typically associated with those events.

“We appreciate the way our health is monitored, not just for acute complaints, but for long-term changes as we age. We will continue to rely on PacMed to secure our future health care.”

—Lt. Col. Dan Almero (Ret.) and Carol Almero, USFHP Patients
In staying true to our mission, we have always found ways to provide care for those who are medically underserved or unable to pay for healthcare services. PacMed serves this population in many ways:

- We are a cofounding member of Project Access Northwest. This initiative encourages local specialty physicians to provide care at no cost to low-income, uninsured individuals.
- Our physicians and staff frequently volunteer their time to work with underprivileged and homeless youth, providing health checkups and other needed services.
- We host free men’s, women’s and LGBT health education seminars each year to educate our patients and the public on common health issues.

PacMed is proud of its track record in providing for those in need. Since 2008, we have given more than $38 million in charity care and services for underserved populations.

PacMed works to ensure we are consistently participating in or providing beneficial community services.

- Since 2008, we have given more than 200 grants and $54,000 to our communities. These grants support local charitable efforts.
- Our Living Well Alliance™ team partners with local businesses to provide free health risk assessments and seminars on health topics.
- Our clinics host blood drives each year and help to recruit new blood donors.
- Our employees participate in the Teen Feed program, which offers hot meals and clothing to support homeless youth.

“Since Project Access Northwest began nine years ago, Pacific Medical Centers has been a great community partner every step of the way. They were one of two pilot sites in 2005 that demonstrated that a Project Access model could work. Today, they continue to work with us to serve the specialty needs of nearly 100 King County safety net patients a month.”

—Sallie Neillie, Executive Director, Project Access Northwest
• PacMed hosts two monthly diabetes support groups for our patients.

• PacMed sponsors Year Up events for urban young adults and mentors interns in our IT department to help them prepare for a professional career.

• PacMed supports groups such as the Women’s Funding Alliance and Amara through employee donations and event sponsorships.

• We helped fund Pacific Science Center’s Professor Wellbody’s Academy of Health & Wellness exhibit on how personal choices can positively affect health and well-being.

• In addition to supporting local festivals and sports teams in the communities we serve, our Renton, Beacon Hill, Northgate and Canyon Park employees support their communities through Reach Out and Read. This national, nonprofit program promotes early childhood literacy by giving books to children during well-child exams.

We also have a long tradition of community involvement. 2014 marked our tenth year participating in the Step Out Walk to Fight Diabetes. Cumulatively, PacMed has had some 1,500 walkers and raised more than $103,000 for the American Diabetes Association. In 2013, we began supporting the American Heart Association and have raised more than $23,000.

We will continue to support our communities and explore additional opportunities to partner in the health and success of those we serve.

“I am proud of my 11-year partnership with PacMed and the board. If the past is any indication of our future, we are well positioned for the health care of tomorrow.”

—Gene J. Colin, Current PacMed Board Chair

“I am very pleased with the work of the board in defining the right partnership and completing the affiliation with Providence Health & Services in a manner that will provide needed growth opportunities for Pacific Medical Centers while ensuring that the mission, vision, values and culture of PacMed are not only preserved but enhanced.”

—Dorothy Graham, Former PacMed Board Chair, 2012–2015
Effective management of chronic disease is one of today’s most challenging health-care issues. To improve health and decrease costs, we must encourage healthy behaviors, employ early detection efforts and provide effective management for those with existing conditions. Success is also found by partnering with community members on these prevention efforts.

At PacMed, we understand the power of prevention in managing chronic conditions. Our medical staff aims to ensure each patient receives the preventive care they need. We do this through regular patient visits, comprehensive chart reviews, MyChart messaging and often a personal phone call from the physician to the patient.

We also understand that those living with chronic diseases need ongoing monitoring to help them lead healthier, more fulfilling lives. That’s why we have developed a robust quality management program that ensures patients receive appropriate and timely screenings for diabetes, osteoporosis, colon cancer, heart disease and other conditions.

We participate in multiple National Committee for Quality Assurance (NCQA) programs to ensure our providers and care delivery systems are operating at the highest level. Our successful participation in the Diabetes and Heart/Stroke Recognition Programs and the Patient-Centered Medical Home Recognition Program contributes to PacMed’s quality of care, patient communication and care coordination. These factors give our patients the measurements they need to make informed health-care decisions.

Quality improvement is not a new concept for PacMed—this is something we have continually worked on since the early 1980s. Our quality improvement is, most importantly, about the people—and the personal outreach and touch that’s needed to see that our patients get the care they need.
PacMed constantly looks for new and better ways to care for patients. For example:

• Our Cardiology department offers a Cardiovascular Lab, a stress testing facility and a state-of-the-art Nuclear Cardiology Center to allow more testing with less invasive technology.

• Our capsule endoscopy service is less invasive and more comfortable for patients. A tiny camera in pill form is swallowed by the patient and enables physicians to view the esophagus and small intestine—with no sedation or recovery time for the patient.

• Our Diagnostic & Wellness Center for Women provides breast ultrasound, digital mammography screening and DXA bone density screening in a relaxing, spa-like environment—and offers extended hours.

• Our Diagnostic Center for Sleep Health offers overnight evaluations in spacious and inviting suites to diagnose sleep disorders affecting our patient’s physical and mental health.

We believe our personalized approach to health care means stronger relationships with our patients and leads to healthier lifestyles.

Most recently we were recognized by the Washington Health Alliance in their 2015 Community Checkup Report as a leader in quality health-care delivery. In fact, PacMed has received recognition for our quality delivery since 2008.

As we build upon our successes, PacMed will continue to put our patients first, invest in our communities and focus on excellent health care. We are committed to changing the future of health-care delivery.

“Pacific Medical Centers places great emphasis on timely, coordinated care, and I see the value of this approach every day with my patients. An excellent example is our diabetes management program. Our diabetic patients can count on a personalized care plan that’s appropriate and coordinated across their provider team—including their primary care provider, specialists, RN and nutritionist.

“We also encourage regular screenings for chronic diseases and cancers. Programs like these mean earlier detection of issues and better ongoing care for my patients.”

—Betsy McCarthy, MD, Chief of Primary Care, PacMed
Pacific Medical Centers

Administrative Offices:

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Seattle, Washington 98144
206.621.4466

www.PacMed.org
1.888.4PACMED (1.888.472.2633)
Specialties and Services

Primary Care
Behavioral Medicine
- Neuropsychology
- Psychiatry—Adult & Geriatric
- Psychotherapy
- Individual—Child/Adolescent & Adult
- Couples Therapy
- Family Therapy
Family Medicine
Family Medicine Including Obstetrics
Geriatric Medicine
Gynecology
Internal Medicine
Nutrition
Pediatrics

Medical Specialties
Allergy
Cardiology
Dermatology
Diabetes & Metabolism, Endocrinology
Gastroenterology
Hepatology & Liver Disease
Neurology
Oncology & Hematology
Physiatry
Pulmonology
Rheumatology
Sleep Medicine
Sports Medicine
Women’s Health

Surgical Specialties
da Vinci® Robotic-Assisted Surgery
Facial Plastic Surgery
General Surgery
Gynecology
Interventional Pain Management
LASIK & Vision-Correction Services
Ophthalmology
Orthopedics
Otolaryngology
- Head & Neck Surgery
Podiatric Medicine
- Foot & Ankle Surgery
Urology
Vasectomy
Vitreoretinal Diseases & Surgery

Other Services
Cancer Screening
- Colonoscopy
- Mammography
Cardiovascular Lab
Cosmetic Services
- Surgical & Non-surgical Treatments
DXA (Bone Density Screening)
Echocardiography Lab
Nuclear Medicine Lab
Optometry
Physical Therapy
Community Board

Gene J. Colin (Chair)
Dan M. Guy III (Vice-Chair)
Anne M. Redman (Secretary)
Catherine E. Gleason
Madeline M. Ancelard
Bill Center
William Dowling, PhD
Kathy Gersch
Michael McSherry
Sallie Neillie
Nicole Van Borkulo
Paul Lambert
Gregory Clark
Joel Gilbertson
Linda Marzano, CEO
Vik Dabhi, MD, CMO
James A. Lund, MD
Thomas Lamperti, MD
Locations

Beacon Hill  206.326.2400
1200 12th Avenue S, Seattle, WA 98144

Canyon Park  425.412.7200
1909 214th Street SE, Suite 300, Bothell, WA 98021

Diagnostic Center for Sleep Health  206.709.8999
(at Northgate)
10416 5th Avenue NE, Seattle, WA 98125

Diagnostic & Wellness Center for Women  206.568.3800
(at Beacon Hill)
1200 12th Avenue S, Seattle, WA 98144

Federal Way  253.214.1920
31833 Gateway Center Blvd S, Federal Way, WA 98003

First Hill  206.505.1101
1101 Madison Street, Suite 301, Seattle, WA 98104

Lacey  360.486.2800
4800 College Street SE, Suite A, Lacey, WA 98503

Lakewood  253.984.2600
7424 Bridgeport Way W, Suite 201, Lakewood, WA 98499

Lynnwood  425.744.7153
19401 40th Avenue W, Suite 230, Lynnwood, WA 98036

Northgate  206.517.6700
10416 5th Avenue NE, Seattle, WA 98125

Puyallup  253.435.3400
220 15th Avenue SE, Suite C, Puyallup, WA 98372

Renton  425.227.3700
601 S Carr Road, Suite 100, Renton, WA 98055

Totem Lake  425.814.5000
12910 Totem Lake Blvd NE, Suite 101, Kirkland, WA 98034
At Pacific Medical Centers, our values are integrity and fairness to all, respect for our patients and fellow team members, service to our community, excellence and continuous learning, and stewardship of our resources. With excellence and continuous learning as core values at PacMed, we are committed to medical education, the training of the next generation of physicians and allied health professionals, including nurse practitioners and physician assistants.

Our medical staff appreciates the opportunity to share their knowledge and experience with doctors in training while also enjoying the challenge that teaching offers. Being a teaching physician means that a doctor has been trusted to inspire, nurture and mentor new medical practitioners. Our physicians also recognize that the teaching experience provides a stimulus for their own professional growth and encourages best practices.

The teaching program at PacMed is successful because it is a team effort and demonstrates belief in our values. Across our organization, all levels desire to provide an excellent learning experience, from the call center and front office staff to the medical assistants and nurses, and of course including the administrative team. Our patients are also integral to the teaching program, and their participation is tremendous.

For his training, Dr. Brian Bechtold, an internal medicine resident and University of Washington School of Medicine graduate, sought a clinic that would give him the chance to serve a broad diversity of people and to work within the community. He also wanted the opportunity to work closely with a single attending physician. He was matched with Pacific Medical Centers’ Dr. Victoria Allen, who has been teaching residents for more than 20 years. Reflecting on his time at PacMed, Dr. Bechtold notes, “In my time as a resident here, Dr. Allen has taught me that in order to treat a patient I need to get to know them and respect that everyone comes from a different place in life. She has taught me to always be thorough, to always have an open mind, and to actively listen to the patient. I will take these valuable lessons with me into my own practice.”
In recognition of their ability and commitment to medical education, many PacMed physicians have achieved the distinction of faculty status at the University of Washington.

**UW Clinical Associate Professors**
Walter Fong, MD, FACP
Christopher Smith, MD, FACP

**UW Clinical Assistant Professors**
Elizabeth Broussard, MD
Davonna Cufley, MD, FACP
James Lund, MD
Pathmaja (Bobbie) Paramsothy, MD, MS
David D. True, MD, PhD
Martha Ways, MD, FACP
Mary Wemple, MD
John B.K.K. Yuen, MD

**UW Clinical Instructors**
Victoria Allen, MD
Julia H. Becke, MD
Vik Dabhi, MD, PhD
Chris Maeda, MD
Lisa Oswald, MD
Alexander Park, MD
Kathryn Pearson, MD
Michele Pulling, MD
Karen Wang, MD

**Additional PacMed Primary Care Providers Who Teach**
Lise Alexander, MD
Rick Bowles, DO
Andrew M. Dym, MD
Ari Gilmore, MD
Alexander M. Hamling, MD, MBA, FAAP
Rutherford Hayes, MD
Ellen Lackermann, MD
Serena Lam, MD
Estelle S. Lin, MD
Aileen Monponbanua, MD
Sonal Patel, MD, MPH
Carrie Rose, MD, MPH
Brandi Shah, MD, MPH
Sara Waterman, MD
Teresa Wolber, DNP, ARNP

**Additional PacMed Specialty Care Physicians Who Teach**
Sharmila Ahmed, MD
Kirk Alexander, DPM, FACFAS
Barbara J. Fox, MD, FAAD
Stephen Gingrich, MD
Donald E. Gullickson III, MD
Manika Jamwal, MD
Benjamin Lacey, MD
Susan Leu, MD
Chad J. Marion, MD
Philip Massey, MD
Daniel Nadig, MD, FACS
Elham Rezvanian, MD
Hina Sahi, MD
Joseph Saitta, MD
David M. White, MD, FACS
Michael Wolfe, MD, FACS