

EASTSIDE HEALTH NETWORK

EvergreenHealth

OVERLAKE
MEDICAL CENTER & CLINICS

2018 Annual Report



A Message From Our Chief Administrative Officer

Our inaugural year as the Eastside Health Network has been eventful, challenging and accomplished. With every life covered, we grow closer to realizing our goal: to provide accessible, coordinated, high-quality care to the Eastside community at a lower cost to our patients, while empowering members and enhancing the health care experience.

Over 1,400 Eastside providers from Overlake Medical Center & Clinics and EvergreenHealth and more than 100 independent clinics came together with a shared vision of establishing one of the first clinically integrated networks in the Pacific Northwest. We have welcomed trusted partners and experts across 87 specialties—and we continue to grow—to ensure patients in our network have access to the best possible care.

Over the past year, we've made great strides in furthering the health of our Eastside community and establishing partnerships with key stakeholders, who we look forward to introducing to you here, in our first Annual Report.

I invite you to learn more about our network: the dedicated providers who drive our mission every day; the thought leaders who sit on our committees, helping guide us to provide even better care; and the patients we serve.

Sincerely,

A handwritten signature in black ink that reads "David LaMarche". The signature is fluid and cursive.

David LaMarche, MBA
Chief Administrative Officer

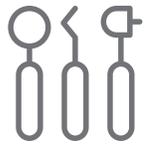


Introduction	2
By The Numbers	4
2018 Highlights	6
Organizational Structure	9
Patient Stories	10
EHN Committees	12
Directors + Committee Members	14

By The Numbers



1,392
Providers
+203 in 2018



87
Specialties



10
Urgent Care Clinics



4
Hospitals



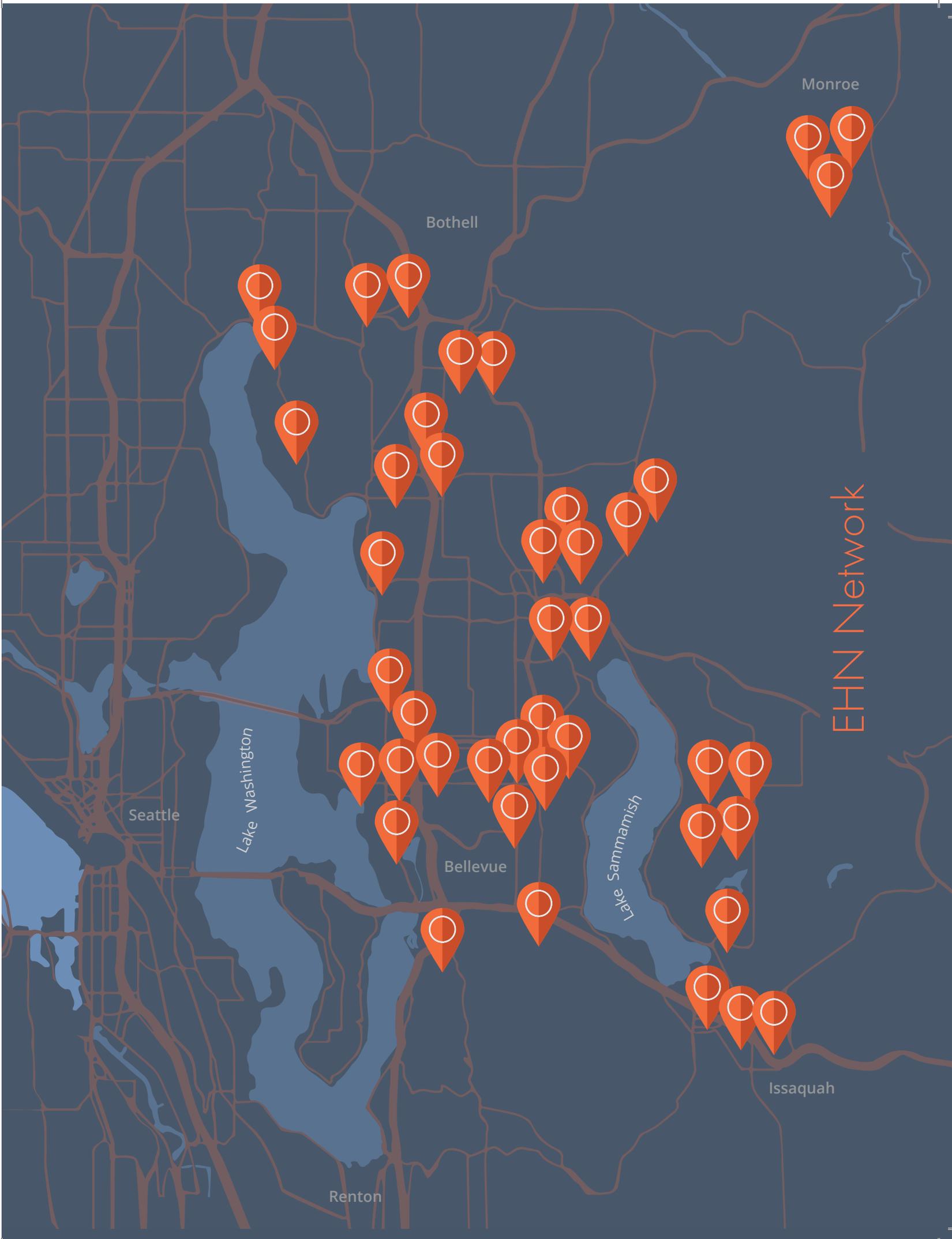
5
ERs



40,700
Lives Covered



6
Contracts Signed



Monroe

Bothell

Seattle

Lake Washington

Bellevue

Lake Sammamish

Renton

Issaquah

EHN Network

2018 Highlights

Over the course of 2018, EHN has significantly expanded, adding six new contracts during the year. In 2019, we anticipate our covered lives will exceed 50,000.

Contract	Covered Lives in 2018
Aetna ACO	15,000
Boeing ACO - Attributed	5,700
Boeing ACO - Designated	3,000
Cigna ACO	9,000
Employee Plans	7,200
Medicare Advantage	500
Regence Accountable Health Network	300
Current Grand Total	40,700

EHN and Microsoft Team Up On an Innovative Vision

In 2018, the Eastside Health Network (EHN) teamed up with Microsoft and Premera Blue Cross to provide a new custom health plan option for King and Snohomish County-based Microsoft employees.

The Health Connect Plan combines EHN's clinically integrated provider network with Premera's 85 years of experience providing health plans, to offer a better customer experience while ensuring patients receive the care they need.

Microsoft's substantial regional footprint in the Puget Sound region and innovative approach to technology aligns with EHN and Premera's focus on providing better, more integrated care.

"With more than 100,000 employees and dependents in the Puget Sound region, we have a unique opportunity to shape the health care landscape in meaningful ways through the plans we offer to our employees and in our partnerships with the health care community," said Kristen Roby Dimlow, corporate vice president of Total Rewards

and HRBI at Microsoft. "We believe that this new approach of connecting providers, patients and resources is the next step in improving the health care experience for our employees."

EHN continuously collaborates with Microsoft and Premera, working to improve the health and patient experience of Microsoft employees and their families. We recently launched digital semi-annual outreach with tailored health and wellness information, and have taken on a new research program for moms and babies called Team Birth. The Team Birth project focuses on empowering mothers and all members of the birth team to initiate communication and inspire more collaborative teamwork to achieve better outcomes and experiences for mothers and babies. We invite you to learn more about the Team Birth project from EHN providers, Dr. Angela Chien with EvergreenHealth, and Margie Bridges, perinatal clinical nurse specialist at Overlake Medical Center. Visit kng5.tv/2V70DbA (case sensitive) to view the King 5 New Day Northwest interview.

EHN Beats Local Market Benchmarks as Top Performer for Quality Care

As a clinically integrated network, our success is measured on a number of outcomes, but first and foremost, in areas identified as opportunities for the improved health of our patients. In the first year as a network, Eastside Health Network providers comprehensively exceeded local benchmarks in **child wellness, preventive care, behavioral health** and **diabetes**, as recognized by Cigna.

Achieving these higher levels of care means EHN providers earned a 100 percent on our quality score measurement and, most importantly, it demonstrates our network's level of commitment to providing exceptionally high-quality care for the best possible outcomes for our patients.

Domain	Quality Measure	EHN Performance *	Puget Sound Market Performance *
Child Wellness	Patients who had six or more well-child visits with a PCP during the first 15 months of life.	84.1%	67.5%
	Patients 12 - 21 years of age who had one comprehensive well-care visit with a primary care provider the last 12 reported months.	56.6%	51.5%
Preventive Care	Patients 16 - 20 years of age who had a chlamydia screening test in last 12 reported months.	42.7%	40.0%
	Patients 52 - 74 years of age who had a screening mammogram in last 27 reported months.	78.4%	74.1%
Behavioral Health	Patients with a new episode of major depression who remained on an antidepressant medication during the 6-month acute treatment phase.	44.7%	38.5%
Diabetes	Patients 18 - 75 years of age who had an annual screening test for diabetic retinopathy.	53.1%	42.4%
	Patients 18 - 75 years of age who had annual screening for nephropathy or evidence of nephropathy.	88.9%	83.8%
	Patients 18 - 75 years of age with lab results with most recent HbA1c result value less than 8.0%.	76.9%	71.6%
	Patients compliant with prescribed statin medication.	91.6%	83.1%

* As of June 30, 2018

Care Management

Our care coordinators provide compassionate guidance by supporting the care plan patients develop with their provider to help them achieve their best health. Care coordinators listen to patients' individual needs and act as a trusted, free resource.

Care coordination is especially helpful for patients who:

- Were recently diagnosed with a condition.
- Have several health conditions.
- Need help understanding their condition(s).
- Want to feel knowledgeable about their health.
- Are ready to take action to improve their health.

Diabetes Case Management Huddles

EHN is fortunate to have a team of talented registered nurses working as intensive outpatient care managers for patients facing significant challenges. The care managers—along with other clinical leaders including pharmacist Elisa Vila, family physician Dr. Greg Aeschliman, and endocrinologist Dr. Scott Magee—meet regularly to discuss individual patient cases. They bring their comprehensive expertise together to develop and support patient care plans.

The providers collaborate to identify issues related to a patient's social situation, diet and lifestyle, and potential adjustments to medications. The group arrives at a set of recommendations that the case manager pursues in coordination with the patient's primary care provider.

Meet Our Care Team



Teenie Chow, RN



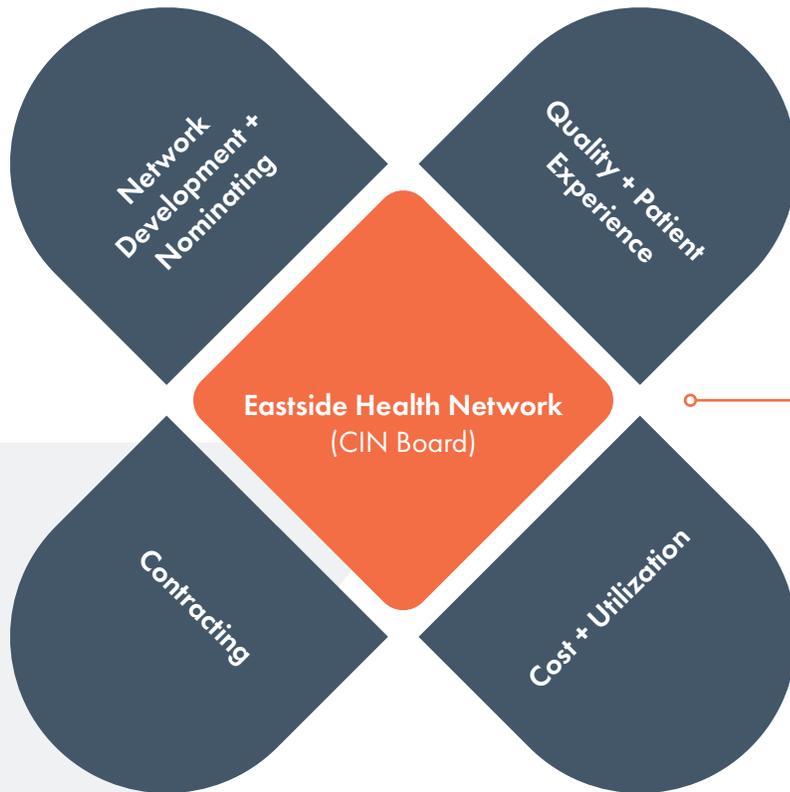
Robin Hayes, RN



Debi Jefferson, RN



Lorena Salazar, RN



EHN's Structure

EHN is a Clinically Integrated Network (CIN) formed in 2017 to deliver a coordinated, high value health care experience to the Eastside community. EHN is led by a board of directors, in accordance with the Chief Administrative Officer, that guides the day-to-day operations and strategic decisions. The network is supported by four working committees.

EvergreenHealth
Partners

OVERLAKE
PROVIDER NETWORK

EASTSIDE HEALTH
NETWORK





Diabetes Education Makes a Difference

By Robin Hayes, RN, Care Manager

As care managers, we have the privilege to help change our patients' lives for the better through education and compassionate coaching.

A recent patient had been challenged with a diagnosis of type 2 diabetes, hypertension and hyperlipidemia. He had tried in the past to lower his blood sugar, but he had not received the clinical education he needed to understand the science behind his blood sugar spikes or how healthy lifestyle choices play a major role in helping maintain his health. He had attempted "fad" diets without success, before working with his primary care provider and our care management team to find a solution. Together, we provided diabetes education and the causes of his blood sugar spikes.

For type 2 diabetics, understanding nutrition and sources of complex carbohydrates is imperative to maintaining their best health. We are glad we were able to identify this gap in his care, and are fortunate to have a great team of community resources, like health educators, to connect our patients with who may benefit from amplified support.

"We are working toward creating digital tools so our team can rapidly access information that is required to close diabetes care gaps."



Dr. Greg Aeschliman
Family Physician

Patient Outcomes

- Increased exercise.
- Hypertension and diabetes medications decreased.
- Weight maintained.
- Hemoglobin A1c decreased from 8.4 down to 7.8 (>6.5 healthy range).

Stroke Survivor Is Dedicated to Healthier Future

By Robin Hayes, RN, Care Manager

Working as a care manager is incredibly rewarding, and patients with stories like the following inspire what we do as a team every day.

I recently had the opportunity to coach a patient in his 60s who had experienced a stroke, leaving him unable to use his left arm and leg. He has a history of atrial fibrillation (A-fib) and was placed on Eliquis®—a medication designed to help manage the risk

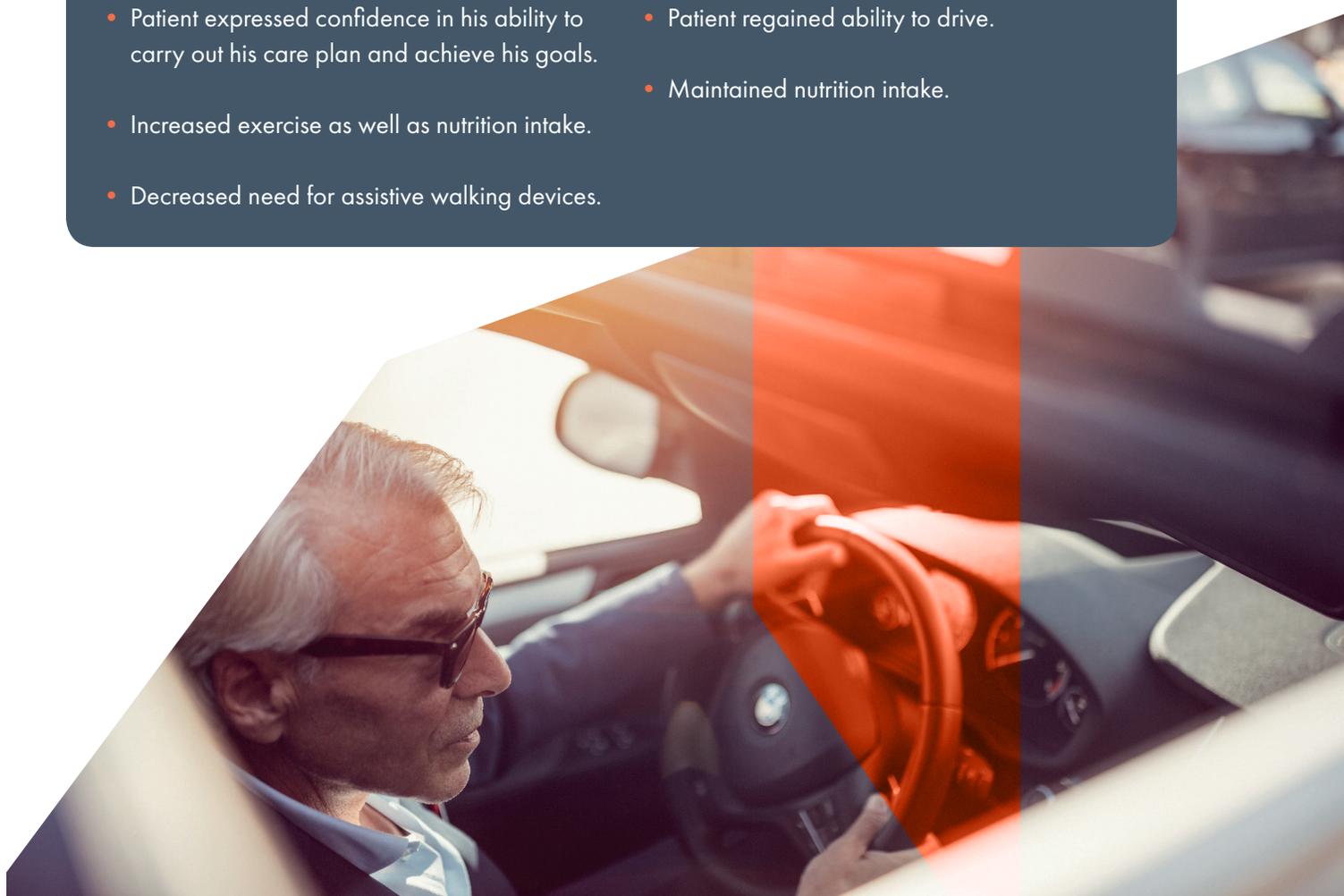
of further stroke due to A-fib. With minimal use of his left arm and hand, coupled with his inability to walk using his left leg, he started receiving home health care with my guidance and support, and soon graduated to physical and occupational therapy.

Through the fall of 2018, we spoke weekly and worked together to ensure he understood his care plan that supported his healing process post-stroke.

As he progressed through his recovery milestones, he also developed a positive outlook on his health and, more so, on life. He started personal training and remains dedicated to a healthier future with the support of extended physical therapy.

Patient Outcomes

- Patient expressed confidence in his ability to carry out his care plan and achieve his goals.
- Patient regained ability to drive.
- Increased exercise as well as nutrition intake.
- Maintained nutrition intake.
- Decreased need for assistive walking devices.



Our Committees, Working for You

Our four dedicated committees are composed of a dynamic culmination of providers with expert, professional and clinical perspectives, who work to enhance patient care across our network.

Quality + Patient Experience Committee

This committee is responsible for defining quality metrics and performance thresholds for providers and practices who participate in EHN as a requirement for network participation. Moreover, the committee reviews payor-reported quality data for the network, designs strategies to optimize the analysis of data, and addresses quality gaps and opportunities. The committee also identifies clinical areas to build care pathways and best practices for network-wide patient management to achieve defined network and payor quality outcomes.

2018 Accomplishments

- Approved practice guideline for treatment of type 2 diabetes in alignment with evidence-based protocols endorsed by national agencies.
- Launched EHN's Diabetes Navigation Team to review high-risk patient cases and provide recommendations for improvement. This effort is designed to provide additional support and resources to primary care providers managing complex patients, as well as improvement suggestions from diabetes experts.
- Approved 20 quality measure improvement plans with tactical actions to bring patients into compliance. This effort helps to educate providers and staff regarding how these measures can be met, and provides best practice suggestions to help providers achieve improvement in quality measure performance.

Network Development + Nominating Committee

The Network Development & Nominating Committee (ND&N) has three key responsibilities: First, it is responsible for the evaluation and recommendation of providers and practices for participation in EHN; second, the ND&N reviews, evaluates and nominates individuals for participation in various EHN committees, as well as members of the Board of Directors; third, the committee is responsible for defining value-added services for the independent providers/practices of EHN. An example of this is providing the opportunity for medical benefit through the EHN Health Trust.

2018 Accomplishments

- Evaluated and recommended 14 new practices for participation in EHN.
- Evaluated and nominated 18 new committee members for participation in all four of EHN's committees, as well as the Board of Directors.
- Developed and facilitated value-added services:
 - RFP and broker selection for Medical Malpractice Program, approved 10 percent credit for eligible EHN providers.
 - Continued to extend health benefits for providers through the EHN Health Trust, resulting in no premium cost increase for 2018.

Contracting Committee

The Contracting Committee's purpose is to support EHN's Board of Directors with recommendations regarding contracting strategy, as well as present specific contracts that the committee believes are prudent to execute. Additionally, the Contracting Committee is responsible for creating an ongoing review of contracting guidelines to support the evaluation and negotiation of contracts on behalf of EHN. Finally, the design and implementation of provider incentive payment program falls to the Contracting Committee.

2018 Accomplishments

- Supported in the negotiation of Microsoft Health Connect contract.
- Created RFI and payor partner selection for Medicare Advantage plans.
- Supported renegotiation of Washington State Health Care Authority PEBB contract for 2018-2019 and new contract for 2020 - 2024

Congratulations to EHN

EHN successfully acquired its first value-based contract, the Cigna Collaborative Care Agreement. This contract's first year produced a cost trend 2.8% lower than market, while achieving 100% on our quality score. This is a tremendous start for EHN.

Cost + Utilization Committee

The newly formed Cost & Utilization Committee has been created to oversee cost and utilization initiatives and performance for EHN and the participating provider. Additionally, the committee is tasked to develop cost and utilization initiatives and measures for EHN and the providers participating in the clinically integrated quality program. Finally, the committee will review payor contract performance and provide education to the members and the practices and providers of EHN.

2018 Accomplishments

- Created advisory list of high-cost pharmaceutical agents with lower cost therapeutic alternatives. This advisory list serves as the foundation for

EHN's generic dispensing reporting, which identifies opportunities to switch patients from high-cost brand name drugs to lower cost and therapeutically equivalent alternatives.

- Approved prescribing guidelines for prenatal vitamins, oral contraceptives and proton pump inhibitors.
- Launched generic dispensing reporting initiative to inform prescribers of their generic medication performance rate and how they compare to their colleagues, and to educate prescribers regarding opportunities to switch patients to lower cost medications without sacrificing efficacy in treatment.

Directors + Committee Members

Board of Directors

Steve Marshall, MD - Chair, Puget Sound Physicians
Kevin Hanson, MD - Vice Chair, Evergreen Emergency Services
Allen Geltzer, MD - Secretary, Overlake Internal Medicine Associates
Lloyd Stambaugh, MD - Treasurer, Radia
Tom Chi, MD, Proliance Surgeons
Amy Numrych, MD, Bellevue Family Medicine
John Whittington, MD, Matrix Anesthesia
David Koh, MD, Woodinville Pediatrics
Mitch Nudelman, MD, Bellegrove OB/GYN
Jonathan Paley, MD, Overlake OBGYN
Jeff Stickney, MD, Proliance Surgeons
Kim Witkop, MD, Snoqualmie Valley Hospital
Thomas Amidon, MD, Overlake Clinics - Cardiology
Pratima Sharma, MD, Medical Director - EHPC
Scott Stuart, MD, Medical Director - EvergreenHealth
Tina Mycroft, EvergreenHealth CFO
Andrew Tokar, Overlake Medical Center CFO

Support Staff

David LaMarche, Chief Administrative Officer - Eastside Health Network
Tom Martin, Sr. VP - Chief Strategy Officer & CIO
John Nelson, MD, Overlake Medical Center - EHN Medical Director
Sara Rutherford, Quality Program Manager
Molli Robertson, Payor Provider Relations
Dave Gainer, Senior Population Health Analyst
Lisa Jackson, Strategic Project Manager
Katie Olney, Executive Assistant

EHN Team

David LaMarche, Chief Administrative Officer
Sara Rutherford, Quality Program Manager
Tami Snowden, Director of Care Management
Lisa Jackson, Project Manager Strategic Initiatives
Molli Robertson, Payor/Provider Liaison
David Gainer, Sr. Population Health Data Analyst
Katie Trask, Systems Analyst
Debi Jefferson, RN Care Manager
Lorena Salazar, RN Care Manager
Teenie Chow, RN Care Manager
Robin Hayes, RN Care Manager
Monica MacDonald, RN Care Manager
Lindsay Cristobal, Population Health Coordinator
Laurie Sperry, Population Health Coordinator
Kelsie Banks, Population Health Coordinator
Christine McClurg, Population Health Coordinator
Claire Young, Health Resource Representative
Katie Olney, Executive Assistant
John Nelson, MD, Overlake Medical Center - EHN Medical Director
Paul Buehrens, MD, EHN Clinical Advisor
David Koh, MD, Pediatrics Medical Director

Executive Committee

Steve Marshall, MD - Chair, Puget Sound Physicians
Kevin Hanson, MD - Vice Chair, Evergreen Emergency Services
Allen Geltzer, MD - Secretary, Overlake Internal Medicine Associates
Lloyd Stambaugh, MD - Treasurer, Radia
Tina Mycroft, EvergreenHealth CFO
Andrew Tokar, Overlake Medical Center CFO

Support Staff

David LaMarche, Chief Administrative Officer - Eastside Health Network
Tom Martin, Sr. VP - Chief Strategy Officer & CIO
John Nelson, MD, Overlake Medical Center - EHN Medical Director
Katie Olney, Executive Assistant

Contracting Committee

Scott Price, MD - Chair, Proliance
Greg Aeschliman, MD, EHMG - Primary Care
Tom Chi, MD, Proliance
Andy Turella, MD, Matrix Anesthesia
Chad Crystal, MD, Evergreen Emergency Physicians
Theresa Platz, MD, EHMG - Primary Care
Harold Prow, MD, Radia
Christian Herter, MD, Overlake Clinics - Primary Care
Andrew Tokar, Overlake Medical Center CFO
Tina Mycroft, EvergreenHealth CFO

Support Staff

Justin Sampson - Committee Lead, Dir. of Managed Care Payor Contracting
David LaMarche, Chief Administrative Office - Eastside Health Network
John Nelson, MD (ex officio), Overlake Medical Center - EHN Medical Director
Gregg Aoyama, Director - Payor, Employer & D2B
Tom Martin, Sr. VP - Chief Strategy Officer & CIO
Sara Rutherford, Quality Program Manager
Molli Robertson, Payor Provider Relations
Dave Gainer, Senior Population Health Analyst
Lisa Jackson, Strategic Project Manager

Cost + Utilization Committee

Theresa Platz, MD - Chair, EHMG - Primary Care
Scott Stuart, MD - Vice Chair, Medical Director - EvergreenHealth
John Nelson, MD (ex officio), Overlake Medical Center - EHN Medical Director
Neal Perlmutter, MD, Overlake Clinics - Cardiology
Abhineet Chowdhary, MD, Overlake Neuroscience Institute
Preetha Ali, MD, Overlake Clinics - Colon and Rectal

Support Staff

Sara Rutherford - Committee Lead, Quality Program Manager
David LaMarche, Chief Administrative Officer - Eastside Health Network
Gregg Aoyama, Director - Payor, Employer & D2B Contracting
Justin Sampson, Director of Managed Care Payor Contracting
Elisa Vila, Manager Pharmacy Ambulatory Services EHMG
Molli Robertson, Payor Provider Relations
Dave Gainer, Senior Population Health Analyst
Lisa Jackson, Strategic Project Manager

Quality + Patient Experience Committee

Paul Mayeda, MD - Chair, EHMG - Primary Care
Allen Geltzer, MD - Vice Chair, Overlake Internal Medicine Associates
Greg Aeschliman, MD, EHMG - Primary Care
Sadia Habib, MD, Overlake Clinics - Primary Care
Bassim Dowidar, MD, Evergreen Emergency Services
Angela Chien, MD, EvergreenHealth Women's and Maternity Care
David Koh, MD, Woodinville Pediatrics
Sara Sherwin, ARNP, EvergreenHealth Preoperative Services
John Nelson, MD (ex officio), Overlake Medical Center - EHN Medical Director
Ettore Palazzo, MD, EvergreenHealth Hospitalist
Amy Richardson, MD, Redmond Foot and Ankle
Linda Van Hoff, ARNP, Overlake Clinics - Primary Care
Ben Tibbals, MD, Overlake Medical Center - Anesthesia
Carolyn Kline, MD, Evergreen MFM/Eastside MFM
Mike Hatzakis, MD, Overlake Clinics - Musculoskeletal Medicine
Eunjo Yoo, MD, Overlake Clinics - Urgent Care

Support Staff

Sara Rutherford - Committee Lead, Quality Program Manager
David LaMarche, Chief Administrative Officer - Eastside Health Network
Kendra Johnson Blachly, Overlake Medical Center - Clinical Outcome Specialist
Arkady DeRoest, Program Manager - EHMG Quality
Khin Latt, Director of Clinical Effectiveness and Infection Prevention
Elisa Vila, Manager Pharmacy Ambulatory Services - EHMG
Molli Robertson, Payor Provider Relations
Dave Gainer, Senior Population Health Analyst
Lisa Jackson, Strategic Project Manager

Network Development + Nominating Committee

Kim Witkop, MD - Chair, Snoqualmie Valley Hospital CMO & Interim CEO
Midori Larrabee, MD, EvergreenHealth Monroe CMO
Ken Nishino, MD, Overlake Medical Center - Senior Health Clinic
Venkat Mohan, MD, Washington Gastroenterology
John Nelson, MD, Overlake Medical Center - EHN Medical Director
Jonathan Paley, MD, Overlake OBGYN
Lloyd Stambaugh, MD, Radia
Jeff Tomlin, MD, EvergreenHealth CMO
Mary Wittman, MD, Eastside OBGYN

Support Staff

Molli Robertson - Committee Lead, Payor Provider Relations
David LaMarche, Chief Administrative Officer - Eastside Health Network
Sara Rutherford, Quality Program Manager
Monique Ruyle, VP - Clinical Integration & Home Care
Lisa Jackson, Strategic Project Manager
Dee Mann Aust, Director of Care Management



Eastside Health Network (EHN) is a physician-led, formalized business entity between independent physicians and employed physicians from EvergreenHealth and Overlake Medical Center & Clinics. The network develops and implements evidence-based, data-driven clinical initiatives to improve outcomes, increase efficiency and reduce costs in the inpatient and outpatient setting. By sharing data and representing a broad cross-section of the community, EHN negotiates value-based payor contracts as a network in order to align payments and incentives with the performance and quality of the care delivered.

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N E T W O R K



eastsidehealthnetwork.com