

Health Care Access, Satisfaction, And Coverage

Fast Facts

■ Most Island County BRFSS respondents had a usual source of care (85%), especially those over age 65 (94%).

■ Most BRFSS respondents rated the convenience of care at good or better (84%) with over one third (34%) rating convenience as excellent.

■ Most respondents (85%) have a particular doctor's office, health facility or clinic they go to when needing health care or advice.

■ Of the 6% lacking health coverage, 57% could not afford to pay premiums. Whidbey General Hospital provided \$237,023 of "charity care" to patients in 2001, and estimated that amount would increase to \$300,492 in 2002.

■ 7% of respondents were unable to fill a prescription in the past 12 months because of the cost.

■ Our uninsured population is more likely to be 35-54 years of age (9%) than over age 55 (1%), and earn between \$20,000 - \$35,000 a year (12%). Compared to those earning more than \$35,000, they have more children at home (9%) than no children in the home (4%), and live on Camano (14%) versus North and Central Whidbey (4%).

More than 4 out of 5 (86%) rated satisfaction with health care as good or better...

■ More than 4 out of 5 (86%) rated satisfaction with health care good or better and only 3% rated their satisfaction as poor.

■ Most health plans require participants to select a certain doctor or clinic from the health plan's listing (up to 50% compared to 36.6% in 1996).

■ In 2002, eleven pharmacies operated in the county.

■ Twenty-eight dentists practiced on Whidbey Island, two dentists practiced on Camano Island and 21 dental hygienists (1998 data) were licensed to practice in Island County in 2002.

■ Of the 170 nursing home beds in Island County, 26 are designated for patients with Medicare and 144 are designated for patients with Medicaid or private insurance.

■ Only 5 out of 24 primary care providers were accepting any new Medicare patients in 2001.

■ In 1998, 24 general physicians and one naturopathic physician provided care to Whidbey Island residents. (One physician assistant provided care on Camano Island.) The generalist physicians provided 19.04 Full time Equivalence (FTE) of direct patient care. Generalist physicians exclude specialist physicians and include family practice, general internal medicine, OB/GYN, and pediatric physicians.

■ There were increasing signs of a primary care physician shortage. The ratio of population per 1 FTE (40 hours direct patient care) in 1998 was 2810:1. While this is better than federal standards for serious shortages (3000:1), it is worse than typical capacity levels (1800:1), or ideal capacity levels (1500:1) However, recent recruiting by Whidbey General Hospital may have helped ameliorate the problem.

■ Thirteen nurse practitioners and ten physician assistants live on Whidbey Island, although some may provide care in other regions. The same is true for the 551 registered and licensed practical nurses with Whidbey Island licensing addresses. Nurse practitioners and physician assistant practices were open to new patients and most were open for Medicaid and Basic Health (83%) or Medicare patients (83%).

■ Island County has a number of complementary health care providers including 17 chiropractors, 6 acupuncturists, and a number of massage therapists.

■ Almost 44% of residents have a government-based source of health insurance including Medicaid, Medicare, or Tricare through the Navy. This is much higher than national data, particularly with the impact of military health coverage utilized in Island County. Typically, however, rural health care services tend to be somewhat more government (tax) dependent than urban health care services.

Identified Issues

While not identified as an issue by the Island County Community Health Advisory Board (CHAB) in 2001, Island County seems to have several emerging health provider issues. One is the shortage of physicians practicing in Island County as well as the limited number of physicians accepting Medicare patients. In addition, a number of dentists are planning for retirement in the next few years and this will stretch the availability of dental services for Island County residents.

Background and Introduction

Keeping a community physically healthy means providing access to quality health care for all. Strong indicators of access to health care include: having health insurance, a regular primary care physician, dental insurance, ongoing dental care, and clinical preventive care such as early prenatal care. A number of chapters in this report deal with preventive care and screenings (Chronic Disease, Maternal-Child Health, and Oral Health chapters).

For the first time, Whidbey Island was granted a primary care health professional shortage area (HPSA) in 2001. This accompanies the designations of medically underserved area or populations (MUA/P) for both Whidbey Island and Camano Island in term of primary care coverage.

Whidbey Island was granted a primary care health professional shortage area in 2001... and an underserved area/population in terms of dental care.

In addition, Whidbey Island is designated a medically underserved area/population (MUA/P) in terms of dental care. HPSA's and MUA/MUPs are federal designations. The Division of Shortage Designation (DSD) within the US Department of Health and Human Services Bureau of Primary Health Care makes the final determination on designation status. To determine an area's status they take into consideration the population, the number and types of providers (primary care, dental, and mental health), and length of time to reach population centers.

Despite these ratings, Island County is fortunate to have reasonable access to most major medical services. For those services not available in the county, excellent tertiary and specialty services can be found within 50 miles in Everett, Mount Vernon, or Seattle.

Another measure of health care access is the rate of avoidable hospitalizations. Hospitalization for conditions such as congestive heart failure, diabetic ketoacidosis, asthma, pneumonia, cellulitis and several others are often avoidable if the patient had had access to good outpatient care. The rate of hospitalization for such causes is a proxy for lack of access to general medical care. The rate of hospitalizations for such conditions in Island County in 1999 and 2000 was not significantly different from the rate for Washington State during the same period.

In 1998, 24 generalist physicians practiced in Island County. Many medical specialties are represented—surgery, orthopedics, pediatrics, obstetrics, urology, internal medicine, family medicine, dermatology, and ophthalmology. A shortage of openings to Medicare patients in primary care practices in the county indicates the need for more providers. Eight midlevel practitioners, including five advanced registered nurse practitioners and three physician assistants, currently practice in Island County under physician supervision. There is one certified nurse midwife practicing in the county at her birthing center located in Greenbank.

Seventeen chiropractors and 35 dentists and orthodontists currently practice in Island County. Traditional alternative medicine options, recently more widely accepted, include acupuncture, naturopathic medicine and massage therapy. These services are available locally to people looking for a broader approach to health care.

Four sections comprise the Island County Health Department: Personal Health, Environmental Health, Human Services, and Assessment & Community Development. Personal Health services include immunizations for travelers and children, communicable disease control, the federally-funded Women, Infants and Children nutrition program, HIV/AIDS Program, home visits for families of infants, and First Steps Maternity Support for mothers at risk during their pregnancies. Environmental Health performs site approval and solid waste regulation, and inspections for on-site sewage systems

and wells, restaurants and playgrounds, and enforces other environmental ordinances (see The Environment Health Chapter for more detail). Human Services provides oversight to a number of programs in the areas of mental health, developmental disabilities, and substance abuse. Assessment and Community Development (ACD) staffs the Island County Community Health Board (CHAB), which assesses and prioritizes health issues and develops plans and recommendations for action. The Assessment and Community Development section also writes grants and encourages community partnerships and outreach to address health priorities. In addition to the administrator and a part-time health officer, there are 51 employees.

Whidbey General Hospital (WGH) is the only public hospital in Island County. (The Navy also operates a hospital in Oak Harbor for active duty personnel, their families and military retirees.) WGH has 51 licensed beds. Established in 1970 WGH offers inpatient and outpatient, medical, surgical, pediatric, and obstetrical services. It houses a six-bed critical care unit and operates an emergency department, which is designated a Level III trauma service, staffed by physicians 24 hours a day. The hospital provides a broad range of imaging services, including a CT-scanner, MRI scanner, echocardiography, and mammography, with radiologist support around-the-clock. Extensive laboratory and pharmacy capabilities are provided on-site. In addition to home care services, WGH is committed to numerous services accessible to outpatients and the general public: physical rehabilitation, health education classes and support groups.

The District also operates two rural health community clinics located in North and South Whidbey, and provides home health services and emergency medical services on Whidbey Island. The majority of the Hospital's patients are geographically concentrated on Whidbey Island. Affiliated Health Services on Camano Island also operates a rural health/community clinic for residents of Camano Island.

Whidbey General Hospital is owned and operated by the Whidbey Island Public Hospital District, which was formed by residents of Whidbey Island in 1962. An elected board of five commissioners directly representing diverse geographic areas of Whidbey Island governs the District. WGH is licensed as a hospital pursuant to RCW 70.41 and is certified under Titles V, XVIII, and XIX of the Social Security Act. The hospital is accredited by the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO). In the year 2000 WGH accounted for 55% of the total discharges and 42% of total discharge days generated by Whidbey Island residents. WGH also accounts for 56% of all births of Whidbey Island residents. A large number of women chose to deliver at home or in a local birthing center, and WGH is the back-up hospital for those mothers, should any emergencies arise.

Thirty years ago, health care was provided to Whidbey's non-military population by six doctors spread across the island, and the Whidbey Medical Clinic, a small clinic that opened in Oak Harbor in 1963. When the doors of the hospital opened in 1970, it had 80 employees to serve the resident population of 27,000.

Today, Whidbey General Hospital has 48 (down from 55 several years ago) active staff physicians, 51 beds, eight allied health staff, more than 600 employees, a budget of \$43 million (total operating expenses) and two rural health/community clinics. The hospital family also includes

Whidbey Island Hospital Foundation, a Whidbey General Hospital Auxiliary consisting of five guilds, and a Friends of Home Health Foundation. The Whidbey Island Hospital Foundation has funded hospital equipment needs and community health projects at a level of \$252,669 between the years of 1996-2001. The Auxiliary continues to donate time and money to the hospital-more than 125,000 hours and \$350,000 at last count. The hospital district also serves as one of the Island's largest employers, with 630 employees in 2003. In 2003, they have a budget of \$25 million for salaries, wages, and benefits.

Two licensed nursing homes with 170 beds currently operate in Island County. Of these beds, 26 are designated for Medicare patients with the balance designated for Medicaid or private pay. In addition, a number of boarding homes and assisted living facilities are available to county residents. Four organizations provide hospice services, or in-home care for terminally ill people. These agencies also offer home health care services such as post-operative wound care, intravenous medications and blood pressure monitoring.

There are eleven pharmacies with 26 (1998 data) registered pharmacists practicing in the county. This includes the pharmacy in Whidbey General Hospital. One of these pharmacies is located on Camano Island while the others are on Whidbey Island. Ancillary services such as optometry, audiology, physical therapy, occupational therapy, speech/language pathology and nutrition counseling are also available locally.

Local Data and Findings

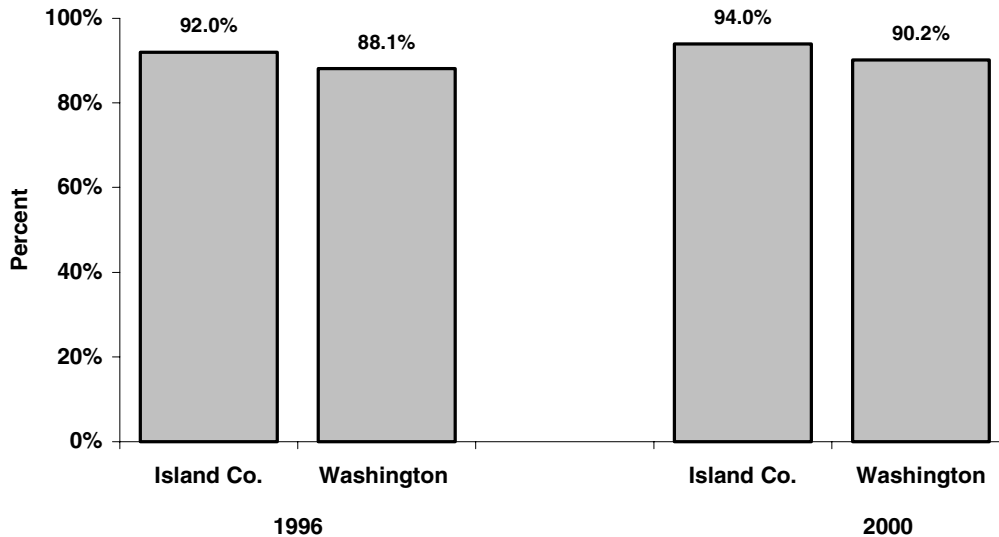
Health Insurance Coverage

Health insurance coverage is an important determinant of access to care. Although nearly all seniors are covered by Medicare, many persons under 65 lack coverage. The major source of coverage for non-elderly persons is employer-sponsored group health insurance. Health insurance can also be purchased on an individual or family basis but it typically costs more and provides less coverage than group insurance. Due to the existence of Naval Air Station Whidbey in Oak Harbor, military health coverage provides care for active duty personnel, their dependents, veterans, and the many military retirees who choose to retire in the area. Joint Federal/State programs such as Medicaid provide coverage for low-income persons in Island County.

The proportion of Island County residents who reported having some form of health insurance increased from 92.0% in 1996 to 94.0% in 2000. This increase was not statistically significant. At both points in time, residents of Island County were significantly more likely to have health insurance when compared to Washington State residents, by an average of 4%.

The level of health insurance coverage did not vary greatly across the county, with only Camano Island showing a significantly higher proportion of residents without health insurance than was average for the county. North Whidbey had a higher level of coverage than average, but this difference was not great enough to be statistically significant.

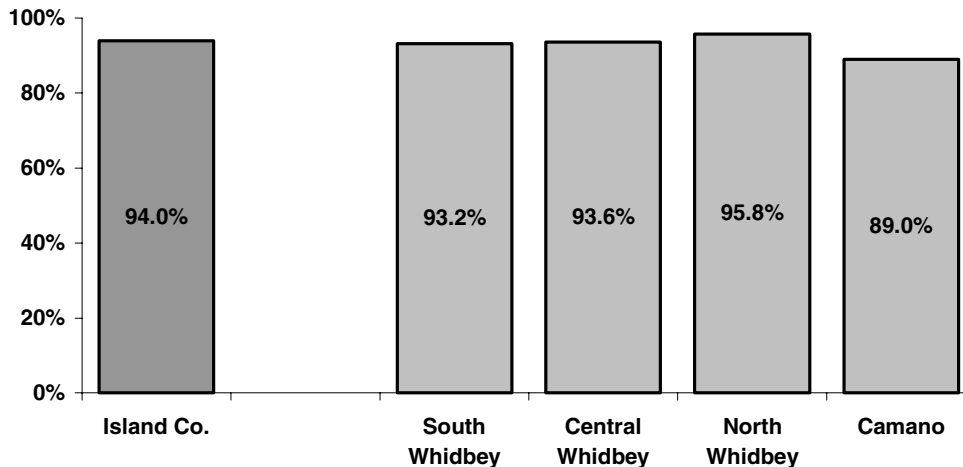
**Have Some Form of Health Care
Island Co. & Washington, 1996 & 2000**



The greater level of health insurance coverage found in Island County compared to the rest of the state is due to higher levels of insurance coverage in the younger age groups. For example, while only 76.6% of Washington State residents between 18 and 24 had insurance, 90.3% of Island County residents in this age group had health insurance. These higher levels of insurance coverage in these age ranges are due to the large proportion of young Island County adults who have health insurance due to being in the military, or being related to someone who is.

Among those Island County residents who lacked health care coverage, more than half (54%) reported being unable to afford the premiums. A further 25% lacked insurance due to their (or their spouse's) loss of a job. These proportions were similar for Washington State.

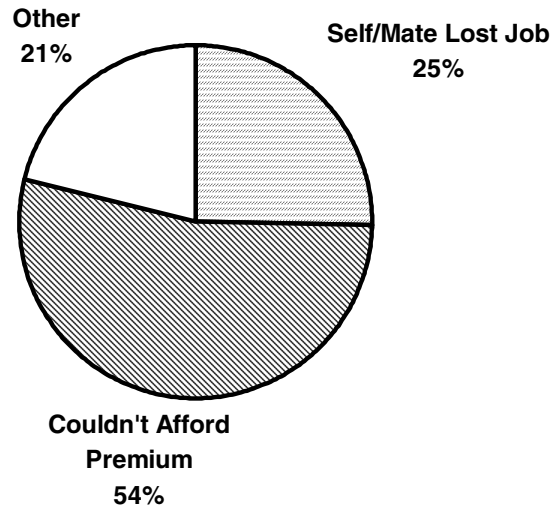
**Health Care Coverage by Planning Region
Island Co. 2000**



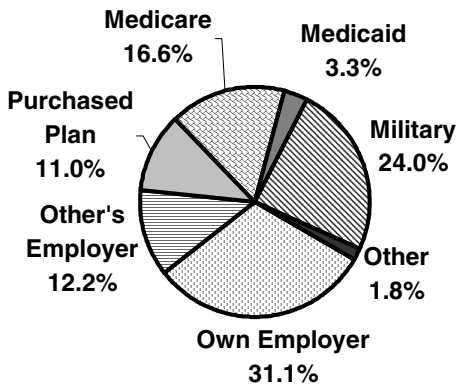
For both Island County and Washington State, the primary source of health care coverage was through the respondent's employer or that of their spouse. However, this source of insurance was much less prevalent in Island County (53.3%) than in the state as a whole (81.7%).

This disparity is due to the large proportion of Island County residents who have health insurance through the military. While military affiliation provided health insurance for 4.2% of Washington's residents, in Island County 24% of residents were covered by the military. Island County also showed a significant proportion of respondents who indicated that Medicare paid for most of their health care (16.6%), while in Washington there were practically no respondents (.02%) who said they were reliant on Medicare to pay for health costs. It is not known if this disparity reflects a real difference between the County and the rest of the State, or is an artifact of the way the questions were asked.*

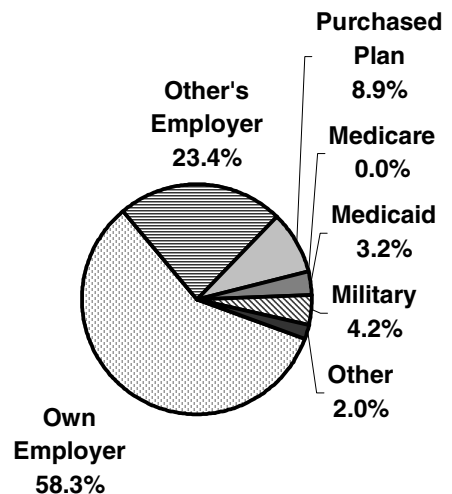
**Reasons For Not Having Health Insurance
Island County BRFSS, 2000**



**Source of Health Care Coverage
Island County BRFSS 2000**

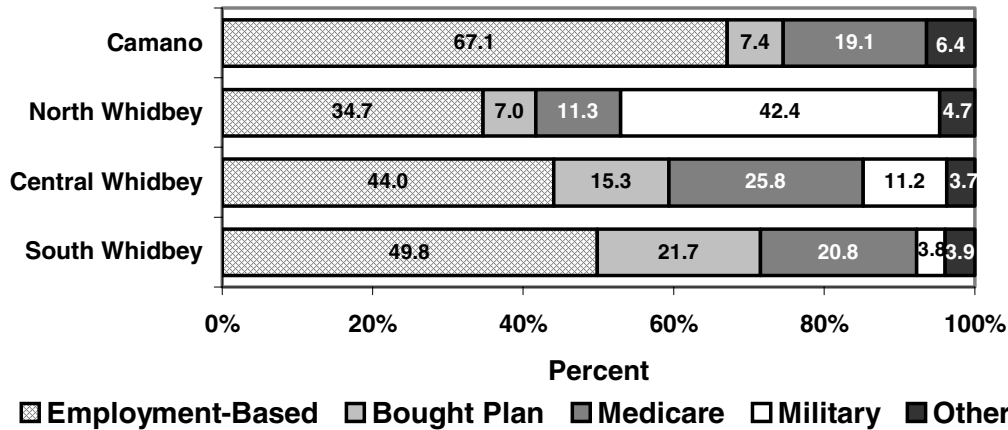


**Source of Health Care Coverage
Washington BRFSS 2000**



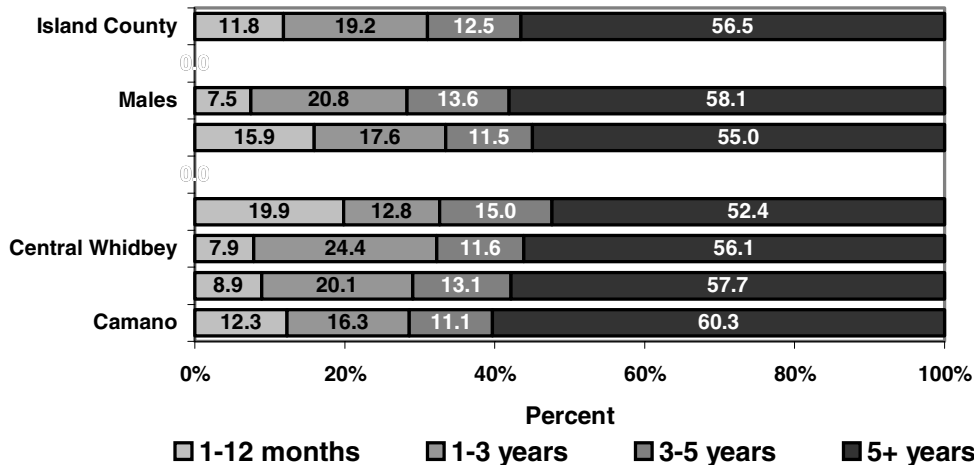
* in the state survey, the question about who paid for health care was preceded by one asking if the respondent had Medicare, the Island County questionnaire omitted the Medicare question. Respondents to the State survey may have considered it repetitive to indicate Medicare as a payer source after having just verified that they received Medicare benefits.

Types of Insurance Coverage by Region Island County BRFSS 2000



Within Island County there were large differences in health insurance sources between the Planning Regions. Private employer-provided benefits provided health insurance for 67.1% of Camano Island residents, but only 34.7% on North Whidbey. Conversely, 42.4% of North Whidbey residents relied on the military to provide health care coverage, while no one on Camano Island indicated using military health care coverage. Reliance on Medicare was most common in Central Whidbey Island, and least prevalent in the North Whidbey Region. South Whidbey residents were nearly twice as likely to purchase their own insurance than was average for the county (21.7% vs. 11.0%, this difference was statistically significant). This is generally indicative of residents being self-employed or working for small employers not offering health benefits.

How Long With Current Coverage Island County BRFSS 2000

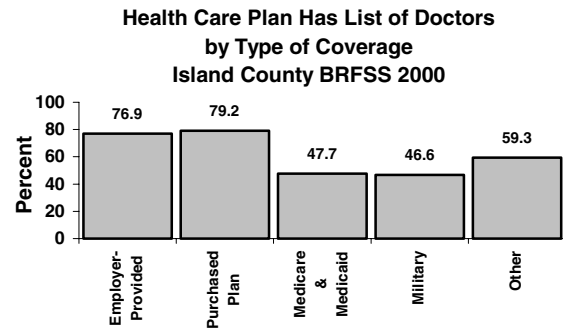
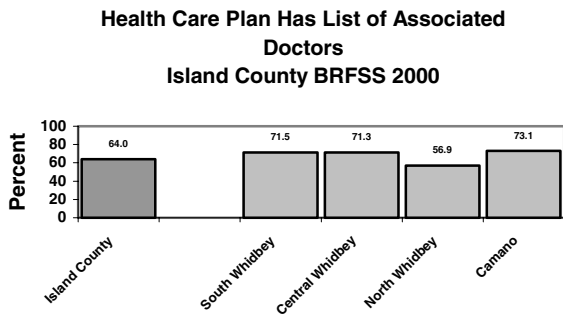


While most Island County residents reported having had their current form of health care coverage for 5 or more years (56.5%), there were significant differences between the sexes and between planning regions. Women were twice as likely as men (15.9% vs. 7.5%) to report having been covered for one year or less.

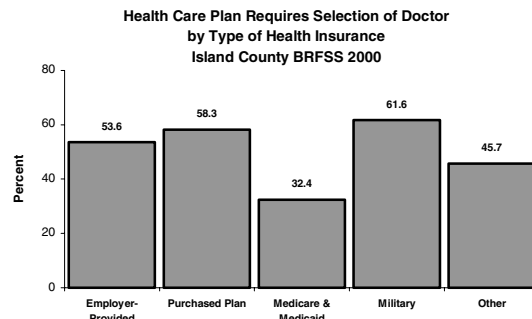
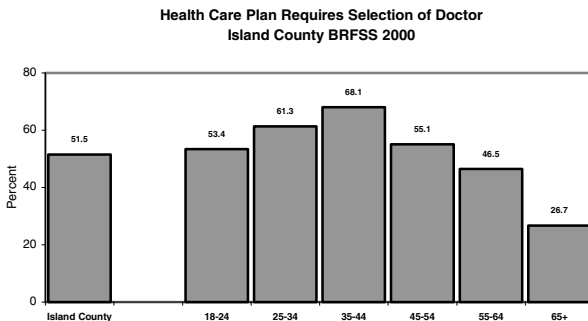
Residents of South Whidbey were also much more likely to have been insured by their current source for less than one year (19.9% vs. a county average of 11.8%).

Curiously, North Whidbey had a low proportion of residents who had been insured for less than a year, despite the fact that this region contained the largest proportion of young adults, which is the group most likely to have had their insurance for only a brief time. Again, many of North Whidbey’s younger population are associated with the Navy and perhaps most have been on active duty for more than one year.

Approximately two-thirds (64.0%) of Island County residents with health insurance indicated that their plan had a list of associated doctors from which the resident chose their provider. This average masks the difference between North Whidbey and the rest of the planning regions. While only 56.9% of North Whidbey residents said their health plan had a list of associated doctors, among residents of the rest of the regions an average of 71.1% had plans with a list of doctors. This difference is explained by the large number of North Whidbey residents who were covered by the military, whose plans were least likely to have a list of associated doctors.



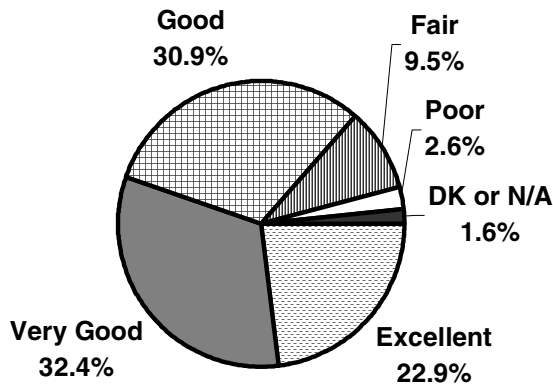
While most Island County residents’ health plans had a list of associated doctors (64%, see above), fewer required the insured to select a routine care physician (51.5%). This varied mostly by age, with respondents between 24 and 44 being most likely to have to choose a provider, while persons 65 years and older were much less likely to have to choose a doctor (26.7%). There were no significant differences between the planning regions on this question. Persons on Medicare or Medicaid were least likely to have to select a primary-care provider (32.4%), while respondents with military health insurance were the most likely (61.6%).



Health Care Satisfaction

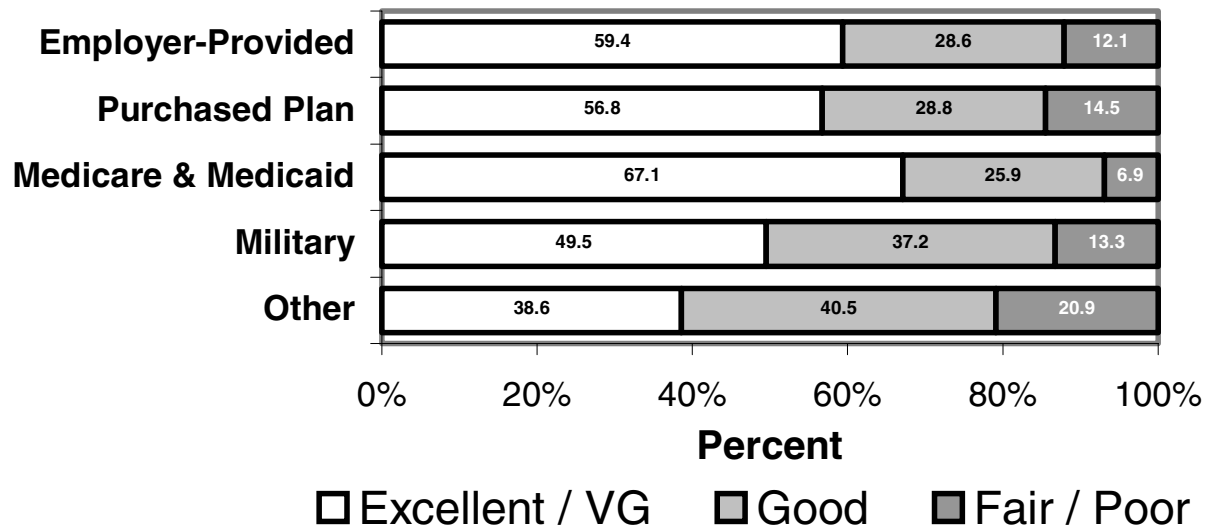
Most Island County respondents indicated that they were satisfied with their health care. Most rated it “Excellent” (22.9%) or “Very Good” (32.4%). Very few thought their care was only “Fair” (9.5%) or “Poor” (2.6%). These findings did not vary by planning region. They did, however, vary by the type of insurance the respondent was using.

Satisfaction with Health Care Provider BRFSS 2000



People relying on Medicare or Medicaid for their health care needs were the most likely to rate their health care as “Excellent” or “Very Good.” People who were not in one of the main types of insurance (e.g., employer-provided, purchased, Military or Medicare/Medicaid) were the least satisfied with their care. They had the lowest proportion of people rating their care as “Excellent” or “Very Good” (38.6%) and the largest proportion reporting “Fair” or “Poor” (20.9%)

Satisfaction with Care by Insurance Type Island County BRFSS 2000

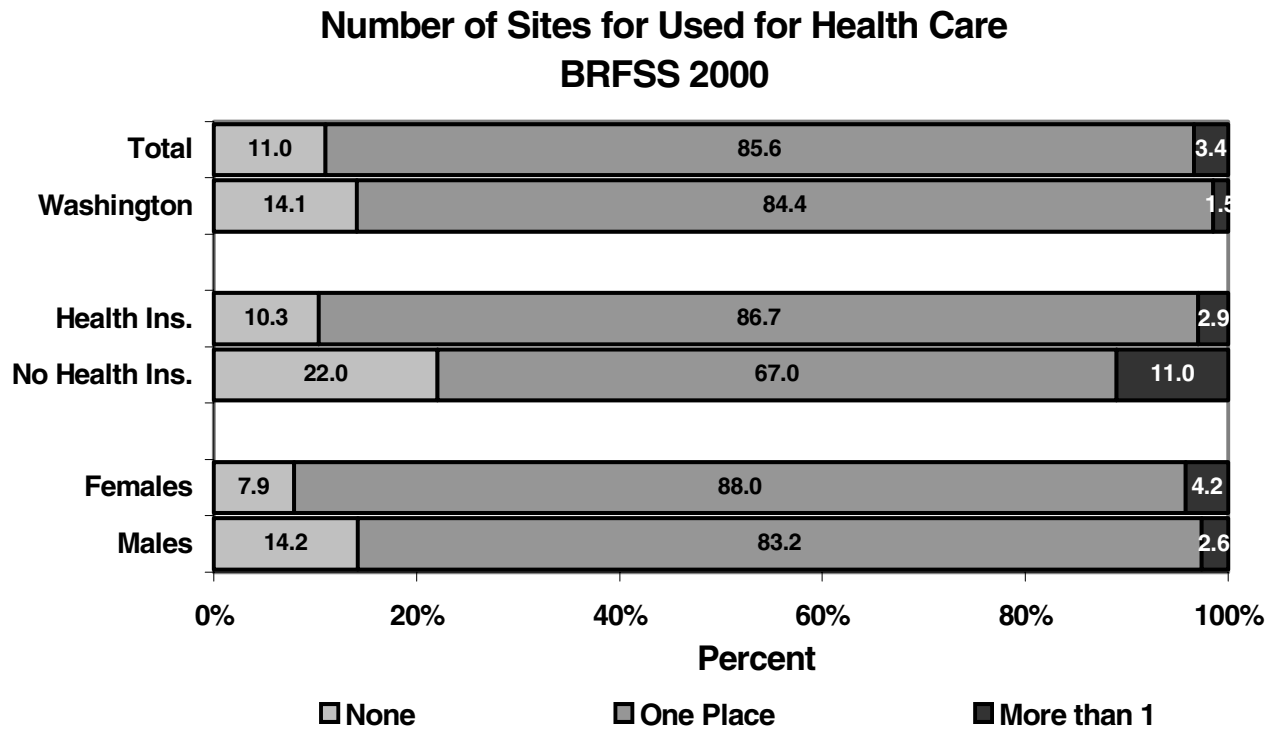


Usual Source of Care and Changing Physicians

The vast majority of respondents indicated that they had a regular place where they went for health care. While a few (3.4%) indicated the use of only one facility, most (85.6%) used a single site. Island County residents were more likely to have a regular health care site than was average for the state (14.1% IC vs. 11.0% WA) and more likely to utilize more than one site (3.4% IC vs. 1.5% WA).

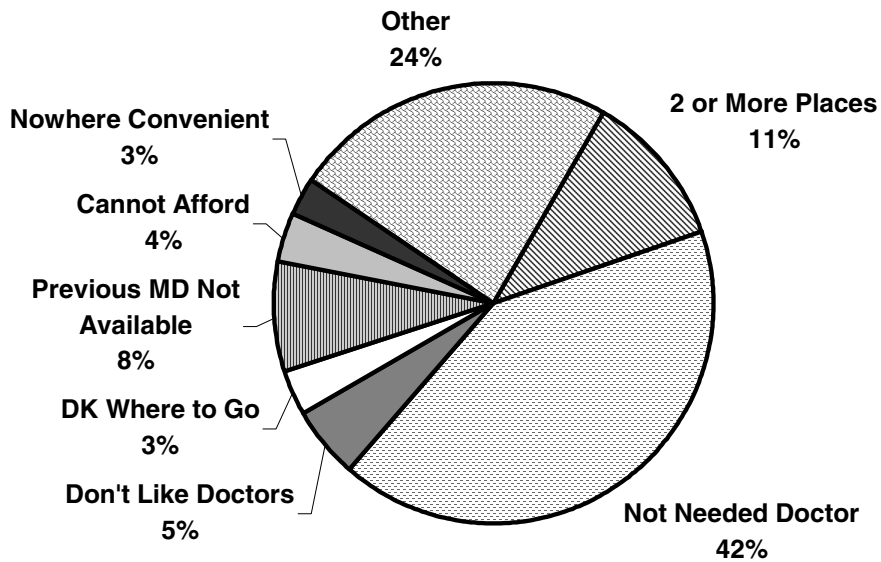
This might be indicative of Island County’s lack of multiple doctor clinics, most physicians operate as private practitioners or have small numbers of practitioners operating together, versus large, multi-physician, multi-specialty clinics found in more urban areas. Males were more likely than females to not have a regular health care site (14.2% vs. 7.9%).

Persons with no form of health insurance were much more likely than those with insurance to use only a single site (11.0% vs. 2.9%) or have no regular place at all (22.0% vs. 10.3%). This variable did not differ significantly by planning region.



The most common reason given for not having a usual facility for health care was that the respondent had had no need for a doctor (42%). The next most likely reason was that the respondent used several facilities, none of which was considered a primary care site. Among the other reasons given it is worth noting that 4% indicated that they could not afford a usual health care facility.

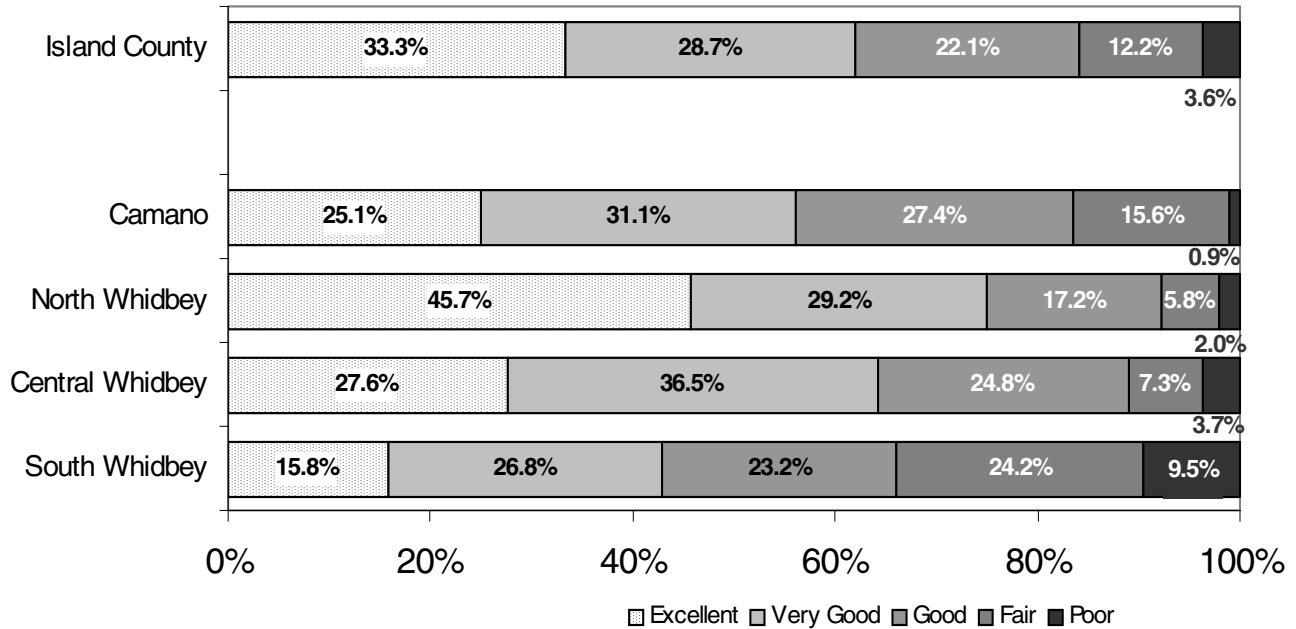
Reason for No Usual Source of Health Care BRFSS 2000



Island County residents were generally satisfied with the convenience of their health planning region. Residents of North Whidbey were the most satisfied with the convenience of their health care facility, with three out of four respondents (74.9%) indicating it was “Excellent” or “Very Good,” and only 7.8% saying it was “Fair” or “Poor.”

In contrast, residents of South Whidbey were the least happy with how convenient their usual health care facility was. Less than half of South Whidbey residents (42.6%) indicated that they found the convenience of their health care provider to be “Excellent” or “Very Good,” while 33.7% said it was only “Fair” or “Poor.” Residents of Central Whidbey and Camano Island fell between these two extremes.

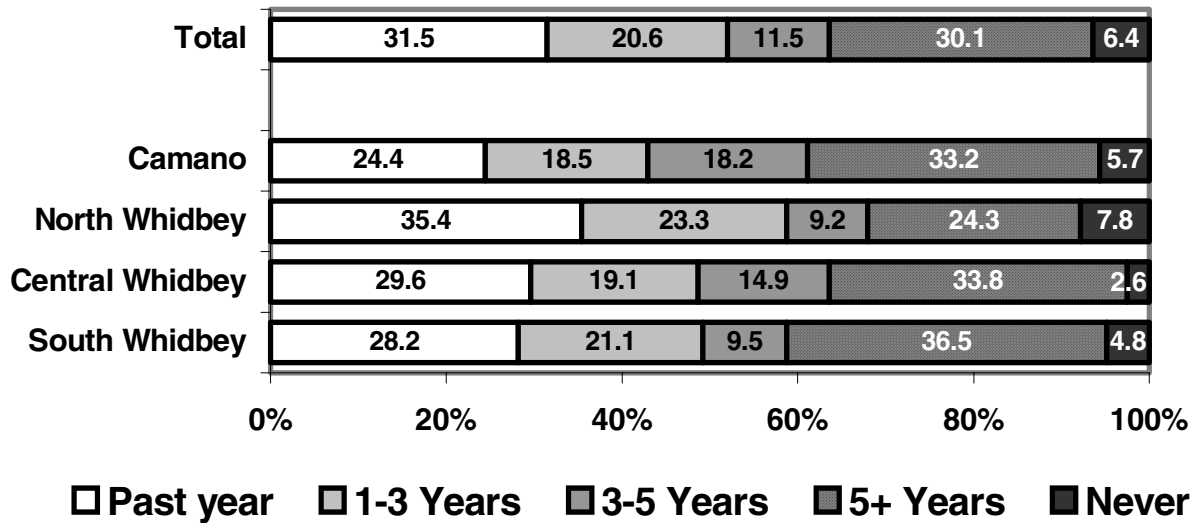
Satisfaction with Convenience of Health Care Facility BRFSS 2000



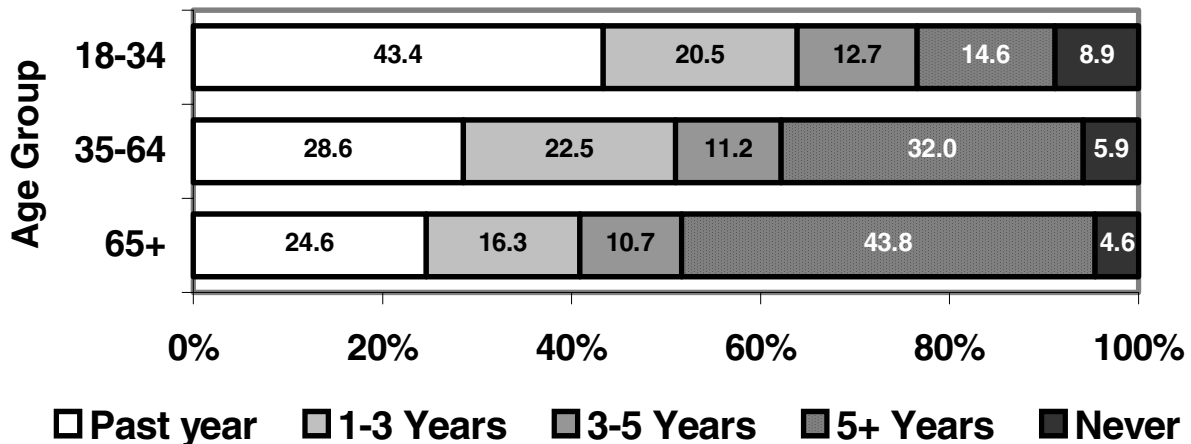
The majority of Island County residents had changed doctors within the five years prior to being surveyed (63.5%). Very few had never changed doctors. Almost one-third had changed doctors within one year of being surveyed. This was most common in the North Whidbey Region, as a result of the younger age structure of this area.

Young adults were the most likely to have changed doctors within the year prior to being surveyed, and North Whidbey is the region with the highest proportion of young adults. The time since a given respondent had changed doctors increased with age. While almost one-half of people 18 to 34 (43.4%) had changed doctors within a year of being surveyed, only 24.6% of those over the age of 65 had. In contrast, only 14.6% of people 18-34 had changed doctors more than 5 years previously, compared to 43.8% of persons 65 and older.

How Long Since Changed Doctor Island County BRFSS 2000

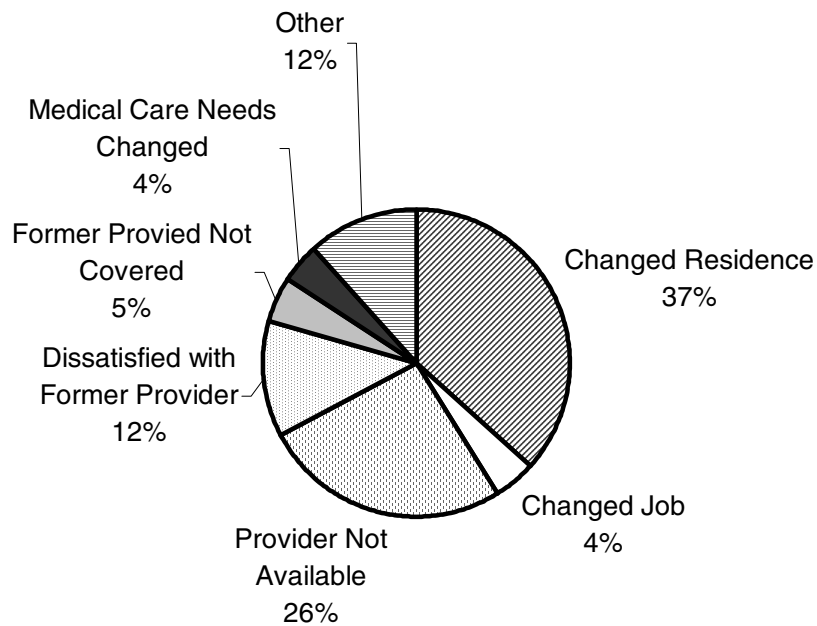


How Long Since Last Changed Doctor by Age Group Island County BRFSS 2000



The most common reason given by Island County residents for changing doctors was a change of residence (36.7%). The next most likely cause was the non-availability of the provider (26.3%). A further 12% changed because they did not like their provider. This variable did not vary by planning region.

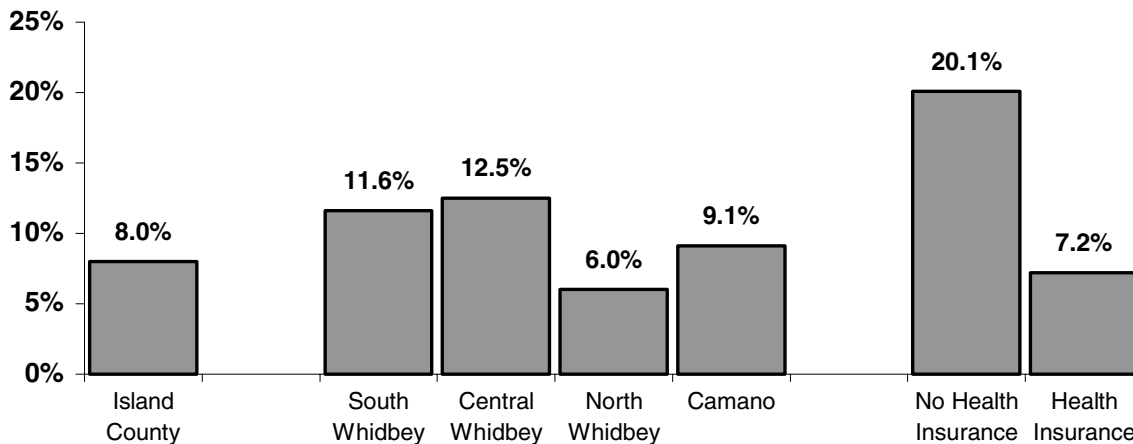
Reason for Last Change of Doctor BRFSS 2000



Affordability Of Health Care

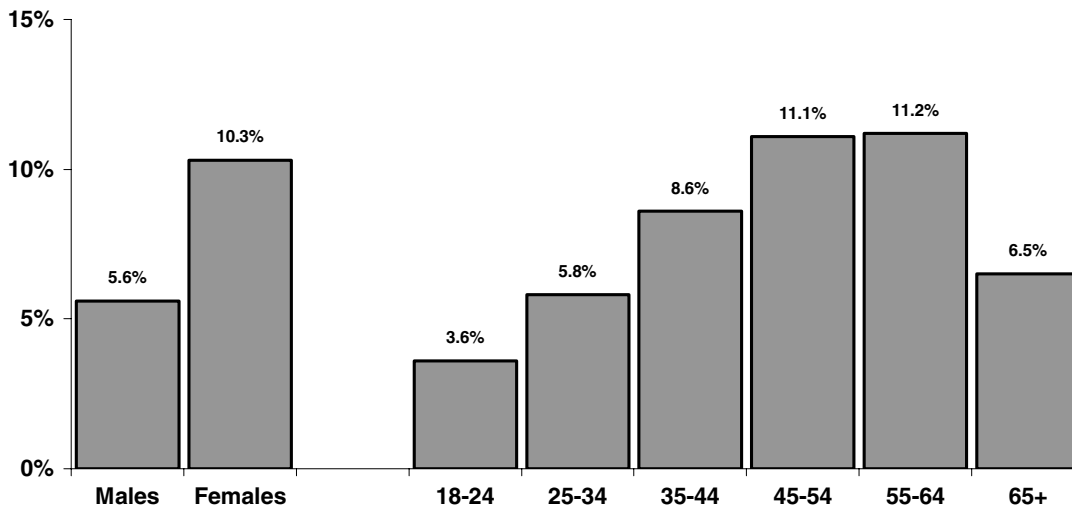
Less than one in ten Island County residents (8%) said they have been unable to afford to fill a prescription in the year prior to being surveyed. Residents of the South and Central Whidbey regions were most likely to report being unable to fill a prescription, while those in North were least likely to have had this problem. However, none of the differences between planning regions were statistically significant. Persons without health insurance were much more likely to have forgone a prescription due to cost than those with health insurance.

**Could Not Fill a Prescription due to Cost
Island County BRFSS 2000**



The inability to afford a prescription was more likely among women than men (10.3% vs. 5.6%). The likelihood of being unable to afford a prescription increased with age, with those between the ages of 45 and 64 being the most likely to have experienced problems buying medications. This likelihood then dropped dramatically after the age of 65.

**Could Not Fill a Prescription due to Cost
Island County BRFSS 2000**



Emerging Issues

Island County is experiencing increasing signs of primary care physician shortages for the general population.

There is an existing shortage of providers willing to see the low-income population (defined as Medicaid-insured patients and uninsured and those offered care on a sliding fee scale) and Medicare-insured patients. A number of providers are not accepting new patients or accepting limited new patients (i.e. one new patient per week).

Adequate primary care physician capacity is measured by the ratio of provider FTE to the population. The ideal ratio assuming everyone is insured or could afford care is between 1:1000 and 1:1500. This level is based on typical staffing ratios found in managed care organizations. Typical ranges found in larger cities and towns are between 1:1200 and 1:1800. Whidbey Island had a ratio of 1:2810 in 1998 and several physicians have left since then, although a number of new physicians came in 2003. The criteria for Federal Health Professional Shortage Area designations which indicate serious shortages is 1:3000.

Along with health insurance coverage, physician supply affects access to health care. In 2001-2002, Washington State has a particularly hard time attracting physicians as the reimbursement rates offered by Medicare are among the worst in the nation.

Physicians often tend to favor more urban areas with access to specialty care and higher rates of reimbursement. Nonmetropolitan areas have generally much lower physician supply relative to population (Health, United States, 2001).

Island County has had a difficult year in retaining and attracting physicians to practice in the area. This has been true in both primary care physicians—which include family and general practitioners, general pediatricians, and general internists—as well as specialty care—for example, Whidbey Island’s orthopedic service is closing one office resulting in reducing hours/availability.

Whidbey General Hospital has focused much effort around the issue of physician recruitment and retention. There is also much concern about the inability of physicians to serve persons with Medicare coverage due to the low reimbursement rates that do not cover the cost of providing service. They have succeeded in assisting in the recruitment of 10 new physician health care providers in 2003. They include two family practice physicians, one internal medicine physician, one ob/gyn, one ob/gyn who will provide epidural anesthesia during births, one orthopedic surgeon, one ENT physician (otolaryngologist), and two nurse anesthetists (who will provide epidural anesthesia).

Currently many Island County (and Washington State) physicians are limiting or not accepting new patients with Medicare coverage. This is of vital importance to Island County communities—many of which tend to attract a high number of retirees or persons from metropolitan areas who built second/summer homes on Whidbey and Camano Islands with plans to retire to those homes.

An emerging issue also appears to be the rising premiums for group and individual insurance coverage. After a number of years of single digit inflation, it appears that health insurance premiums are rising well into the double digits. This high cost will affect both employees and employees alike with both parties finding it necessary to pay much more for health coverage. Such costs have been reported by many of the large county employers, including the County, Whidbey General Hospital, and school districts.

Healthy People 2010 Goals

- Increase the proportion of persons with health insurance.
- Increase the proportion of persons who have a specific source of on-going care.
- Increase the proportion of persons with a usual primary care provider.
- Reduce the proportion of families that experience difficulties or delays in obtaining health care or do not receive needed care for one or more family members.
- In the health professions, allied and associated health profession fields, and the nursing field, increase the proportions of all degrees awarded to members of underrepresented racial and ethnic groups.

Health Care Access, Satisfaction, and Coverage

Local Resources

HEALTH CARE - CLINICS

Camano Health Care Center, 127 N. East Camano Dr., Camano Island	(360) 387-0184
Community Mental Health Services/Camano Mental Health, Camano Island	(360) 387-2736
Community Mental Health Services/Island Mental Health, South Whidbey	(360) 321-5111 x351
Island County Health Dept., Camano Island	(360) 387-0184 or (360) 629-4522
Island County Health Dept., 410 N. Main, Coupeville	(360) 679-7350
Island County Health Dept., Oak Harbor	(360) 240-5554 or (360) 679-7351
Island County Health Dept., South Whidbey	(360) 221-8880 or (360) 321-5111
North Whidbey Community & Dental Clinic (WGH), Regatta & Whidbey, Oak Harbor	(888) 279-8031 or (360) 679-5590
South Whidbey Community Clinic (WGH), 11245 SR 525, Clinton	(800) 364-7114 or (360) 341-5252
(accept Medicare, Medicaid, have sliding fee scales for low-income families)	

HEALTH CARE – EMERGENCIES / ACCIDENTS

American Red Cross, 1010 W. Ault Field Rd., Oak Harbor	(888) 216-5727 or (360) 257-2096
Island Co. Emergency Services, (disaster planning, recovery funding), Coupeville	(360) 321-5113 or (360) 678-5111
Island Co. Sheriff, Crime Prevention, Coupeville	(360) 678-4422 or (360) 321-5113
Island Home Nursing, Freeland	(360) 331-7441 or (360) 678-4090
Lifeline Program, Whidbey General Hospital, Coupeville	(360) 331-2344 or (360) 678-7656 x3353
Poison Center, Help Line, Seattle	(800) 732-6985 or TDD (800) 572-0638
Red Tide Hotline	(800) 562-5632

HEALTH CARE - HOME CARE/EQUIPMENT

Catholic Community Services, Long Term Care, 1133 Railroad Ave, Suite 100, Bellingham	(360) 738-6163
Comfort Care	(360) 675-7808
Comfort Keepers	(360) 675-6808
Island Home Nursing	(360) 331-7441 or (360) 678-4090
Visiting Angels	(866) 522-6435
Visiting Nurse Personal Services	(360) 336-9693 or (800) 624-2714
Whidbey Home Health Care & Hospice, Whidbey General Hospital, Coupeville	(360) 678-7602 or (360) 321-6659
Whidbey Home Medical & Oxygen Supplies, 40 Main Street, Coupeville	(360) 679-7927 or (360) 321-1323

HEALTH CARE - HOSPITALS

Children’s Hospital & Medical Center, Children’s Protection Program, 4800 Sand Point Way NE, Seattle	(206) 987-2194
Harborview Center for Sexual Assault & Traumatic Stress, 325 9th Ave., Seattle	(206) 521-1800
Island Hospital, 1211 24 th Street, Anacortes	(360) 675-2220
NAS Whidbey Hospital Administration (Navy only) 3475 N. Saratoga St., Oak Harbor	(360) 257-9500
NAS Whidbey Hospital Emergency, Oak Harbor	(360) 257-9646
Providence General Medical Center, (formerly Everett General Hospital) 1321 Colby Ave., Everett	(425) 261-2000
Providence Pacific Clinic, 1330 Rockefeller, Everett	(425) 261-4565
Skagit Vally Hospital, 1415 e Kincaid, Mount Vernon	(360) 424-4111
University of Washington Medical Center, Seattle	(206) 548-3300
Whidbey General Hospital, 101 N. Main St., Coupeville	(360) 678-5151 or (360) 321-5151, or (888) 903-2345

HEALTH INSURANCE/LEGAL SERVICES

Columbia Legal Services (800) 822-0225(800) 822-0225
Evergreen Legal Services (800) 562-8836
Statewide Health Insurance Benefit Advisors (SHIBA) (360) 321-1600 or (360) 678-3373

HEALTH CARE – SUPPORTIVE SERVICES

AIDSWALK, Greenbank (360) 327-8272
AIDS/HIV Hotline, National (800) 342-2437
AIDS/HIV Hotline, WA State (800) 272-2437
Alzheimer Society Of Washington, Bellingham (800) 493-3959
Associated Provider Network, Mt. Vernon (360) 416-7099
Basic Health Plan, for Adults and Families, WA State (800) 826-2444
Cancer Lifeline (800) 255-5505
Endometriosis Association: Whidbey Island EA Support Group (360) 678-0278
Evergreen AIDS Foundation, Bellingham (800) 249-2437 or (360) 671-0703
Friends of Friends Medical Support Fund, PO Box 812 Langley, WA 98260 write for information
Financial Assistance (DSHS), 656 S. E. Bayshore Dr., Oak Harbor (800) 735-7037 or (360) 240-4700
Financial Assistance (DSHS), for Camano residents, Mount Vernon (800) 735-7038 or (360) 416-7444
Healthy Kids Now! (Children’s Medical Coverage) (877) KIDSNOW or (877) 543-7669
Hospital/Home Health Care Agency Hotline (complaint resolution) (800) 633-6828
Island Co. Health Dept. (ICHD) Nursing Services, Whidbey & Camano locations
..... (360) 679-7351 or 240-5554 or (360) 387-0184
Island Prenatal Care Center, 1211 24th St, Anacortes (360) 675-2229 x2569
Lions Club Children’s Services, Coupeville Lions Club, Coupeville (360) 678-6971
Medicaid (DSHS), 656 S. E. Bayshore Dr., Oak Harbor (800) 735-7037 or (360) 240-4700
Medicaid (DSHS) for Camano residents, Mount Vernon (800) 735-7038 or (360) 416-7444
Medicare/Social Security, 220 E. College Way, #170, Mt. Vernon (800) 772-1213
Medicare Hotline (800) 638-6833
Nursing Homes: referral services & complaints (WA State Long Term Care Ombudsman) (800) 562-6028
Polio Outreach of Washington (360) 675-7503 or (360) 679-2495
Pregnancy Medical Coverage (800) 735-7037 or TTY (800) 346-9257 or (360) 240-4713
..... (800) 735-7037 or TTY (800) 346-9257 or 240-4713
SIDS Foundation of WA (Sudden Infant Death Syndrome), Seattle (800) 533-0376
Visiting Nurse Personal Services, Mt. Vernon (800) 624-2714 or (800) 551-1510
Whidbey AIDS Support Fund (volunteer and financial support), Langley (360) 321-8272
Whidbey General Hospital. North Whidbey Community Clinic, 1791 NE 1st Ave., Oak Harbor, 98277 (360) 679-5590
Whidbey General South, South Whidbey Community Clinic, 11245 SR 525, Clinton (360) 341-5252

HELPFUL INTERNET SITES

Medical Expenditure Panel Survey (MEPS), Statistical Brief on National Estimates of Health Care Quality from the Medical Expenditure Panel Survey at <http://www.meps.ahrq.gov/PrintProducts/PrintProdShowNew.asp?PubID=149>>. A website of national data on health status/health care quality. The health care quality measures for this study were taken from CAHPS®, an AHRQ-sponsored instrument to survey consumers about quality of care. A statistical summary of the national estimates is available.

State Health Facts website at <http://www.statehealthfacts.kff.org/>. This is a source of state health data.

The Northwest Center for Public Health Practice, at the University of Washington School of Public Health and Community Medicine, provides on-line information and learning resources at: <http://healthlinks.washington.edu/nwcp.php>