

2013

Report to Our Communities



**Columbia Valley
Community Health**

Message from our CEO

Three years ago, Columbia Valley Community Health embraced a challenging new Vision - to become the regional leader in providing a high quality, sustainable Healthcare Home in a teaching, growing environment. This rousing new direction has galvanized the efforts of our talented, multi-disciplinary workforce. I am amazed at what we have accomplished together. Here are some examples of our achievements over the past three years:

- In April 2012, CVCH became the **first outpatient clinic in the Pacific Northwest** to be certified as a Primary Care Medical Home by The Joint Commission, an independent standard-setting agency that is recognized nationwide as a symbol of quality. Today CVCH remains the only outpatient clinic in Chelan or Douglas counties that has achieved this high standard of care.



Patrick Bucknum
C.E.O. & C.D.O. (Stands for O.C.D.
in alphabetical order)

Patrick currently serves on six nonprofit board of directors for local and regional organizations that seek to strengthen communities and serve the underserved. He also serves as a Bishop in his church.

- Our dental program received approval from **CODA** (Commission on Dental Accreditation) **to train dental residents** beginning in 2014.
- CVCH has increased the number of patients served since 2010 by 16%, from 21,449 to 24,901 **without any increase in Total Revenue**. Our Total Revenue in 2010 was \$22.5 Million, and our Total Revenue in 2013 has grown less than 1% to \$22.6 Million.
- CVCH has **increased access for the underserved**. In 2013, CVCH cared for 28% more uninsured patients than in 2010, and 35% more Migrant/Seasonal Farmworkers.
- Our Integrated Behavioral Health program has submitted an application to the APA (American Psychological Association) to receive accreditation **as a predoctoral psychology internship program for clinical psychologists**.

Our progress is directly attributable to a diverse team of dedicated board members, clinicians, leaders, and employees, all unified in our Pursuit of Excellence. Many of these individuals contribute their scarce and valuable time towards efforts that strengthen our communities beyond their roles at CVCH. We have taken the opportunity

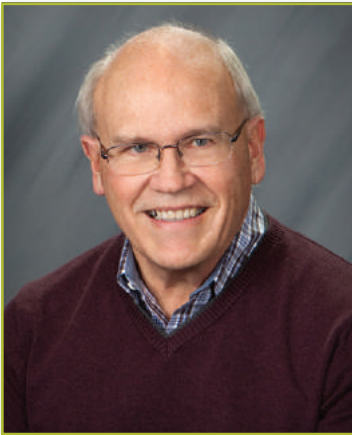


to spotlight a handful of these inspiring individuals in this Community Report, and to have a little fun in the process. They represent over 240 team members that exemplify our Values on a daily basis, and make CVCH not only a great place to receive high quality care, but also a great place to work.



Patrick A. Bucknum, C.E.O.

Board of Directors



Rich Watson

Past President of CVCH Board of Directors and Reclaimed Wood Furniture Maker

In 2013, Rich was awarded the **Elizabeth K. Cooke Advocacy MVP Award** by the National Association of Community Health Centers. Watson was one of ten health care leaders from across the United States to receive the award that honors advocates of America's Health Centers. Rich is also currently serving on a state-wide Health Care Advisory Committee, hosted by U.S. Representative Dave Reichert.

Our Mission

Providing access to improved health and wellness with compassion and respect for all

Joanne Hill: President

Joan Alway: Vice President

Rich Watson: Treasurer

Margarito Rodriguez: Secretary

Irene Bazan

Douglas Head

Mary Hunt

Loly Larson

Robert Scott, Jr.

Kristina Stepper



Patient Demographics

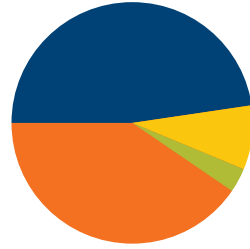
Patient Income by Federal Poverty Level

■ 1 – 100%:	52%
■ 101 – 200%:	41%
■ Over 200%:	7%



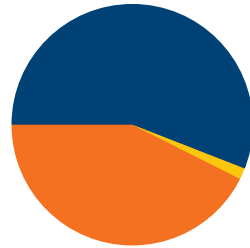
Type of Insurance Coverage

■ Medicaid & Basic Health:	41%
■ Uninsured:	37%
■ Private Insurance:	16%
■ Medicare:	6%



Patient Diversity

■ Hispanic/Latino:	60%
■ White/Caucasian:	39%
■ Other:	1%



Kristal Albrecht
*Chief Financial Officer,
Adventurous Outdoors
Woman and Equestrian*

Kristal serves on the Northwest Regional Primary Care Association Finance Track Committee and on the Washington Association of Community & Migrant Health Centers FQHC Technical Committee.



Dr. Amber Figueroa, DO
*Wenatchee Family Physician,
Jam Maker and Happy
Homesteader*

Amber is a board member for the Northwest Osteopathic Medical Foundation and the WA Osteopathic Medical Association. She currently serves on the Labor and Industry Provider Network Credentialing Committee and as adjunct faculty at Pacific Northwest University of Health Sciences. Dr. Figueroa is one of only two civil surgeons in the area.



Desiree Jones
*Business Analyst
and Absolute
Perfectionist*

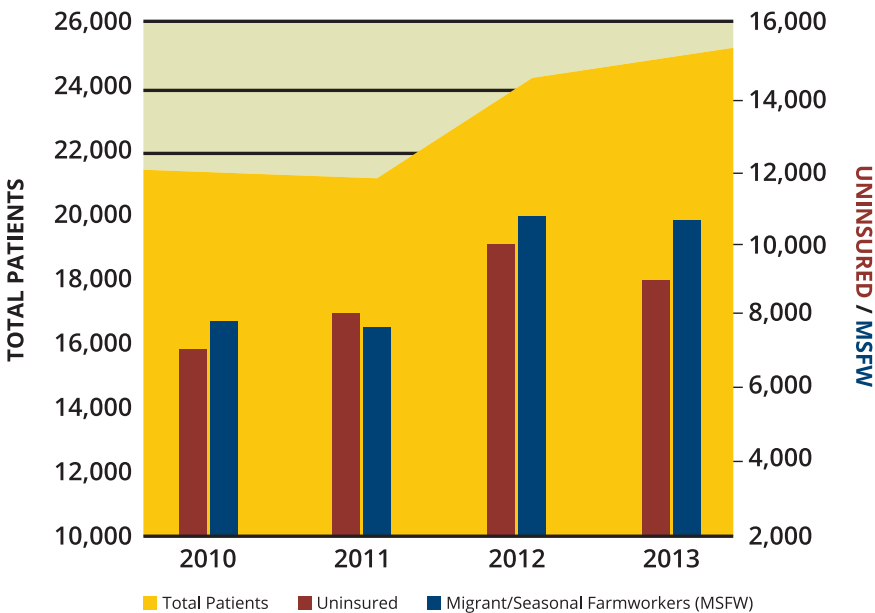
Desiree is the secretary for the Board of Directors of the American Red Cross Apple Valley Chapter.



Dr. Heather Ronngren, DMD
*Wenatchee Dentist, Great Cook,
Hard-working Landscaper
and Crafty Scrapbooker*

Heather is the president and local delegate of the North Central District Dental Society. She and her husband are leading a scholarship endowment for Eastern Washington University's Health & Science program.

Patients Served



Total Users 2013

Total Encounters:	103,834
Patients Served:	24,901
Migrant/Seasonal Farmworkers:	10,612
Uninsured:	9,119
Patients best served in a language other than English:	9,250

Making Communities Stronger

This year, CVCH Medical Director Dr. Malcolm Butler was awarded the **2013 Samuel U. Rodgers Achievement Award** for his work around reducing prescription opioid abuse and accidental overdose for CVCH patients and our surrounding communities.



Dr. Malcolm Butler, MD
CVCH Medical Director, Boat
Maker, Photographer and
Renaissance Man

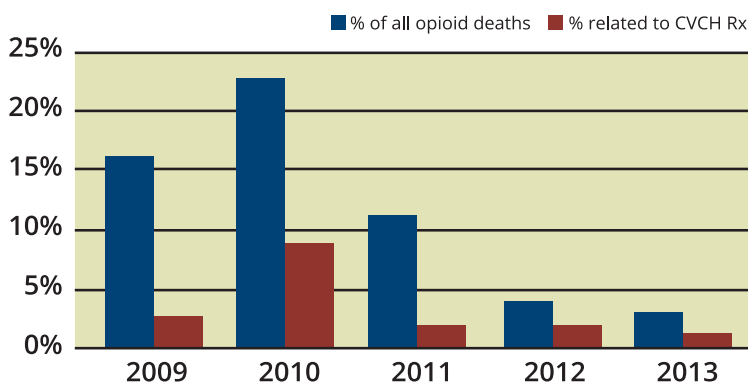
Dr. Butler is chief of medical staff at Confluence Health and sits on their credentialing committee and the peer review committee. Dr. Butler has had several articles published in regional and national industry publications, all leading the charge for reform in opioid prescription practices.

"Almost three years ago," Dr. Butler remembers, "we recognized that we were, with the best of intentions, inadvertently contributing to the epidemic of accidental opioid overdoses. At that point, we undertook the very difficult task of confronting the common wisdom and practices in the management of chronic pain."

Dr. Butler says that he and his providers can now see the fruits of their labor through the steady decline in opioid related deaths from 23% of total deaths reviewed at CVCH in 2010 to **only 3% in 2013**.

"This latest trend is palpable evidence that the very hard conversations we all have had with our patients who request opioids for their pain are working. In fact, they may be some of our most impactful conversations."

Annual Opioid Related Deaths 2009 - 2013



Bringing Communities Closer

Columbia Valley Girls on the Run

CVCH is the affiliate and fiscal sponsor for Columbia Valley Girls on the Run. This program inspires young girls to be joyful, healthy and confident using a fun, experience-based curriculum which creatively integrates running. CVCH was the presenting sponsor of the group's first 5K race this year. Visit ColumbiaValleyGOTR.org for more information.



Community Sponsorships

CVCH supports programs and events that contribute to the overall health and well-being of our communities. We support activities and organizations that align with our mission and serve the same patient population. In 2013, CVCH supported community events and organizations with over \$50,000 in funding. This support ranged from sponsoring local sports teams, to funding scholarships, to significant corporate sponsorships like the Parenting Lounge at the Wenatchee Valley Mall.



Marlen Mendez, MHA
Outreach Manager, Outdoor Enthusiast and Happiest in the Sun

Marlen is the council director for Columbia Valley Girls on the Run, an affiliate program of CVCH. Through Marlen's leadership, this program, that promotes physical social, emotional and character development of young girls, has expanded to include five schools in Chelan County.

Below are just some of these sponsorships:

- American Red Cross Apple Valley Chapter • Boy Scouts of America • Cashmere Boys Soccer • Catholic Family and Child Service • Chelan Chase • Chelan High School Music Boosters • Chelan Valley Hope • Children's Home Society of Washington • East Wenatchee MOPS • Eastmont Community Garden • Fiestas Mexicanas • Get Fit Chelan • Holly Williams Nursing Scholarships • NCW Fair • NCW Nursing Week • Wenatchee Apple Blossom • Wenatchee Taste of the Harvest • Wenatchee Soccer Club • Wenatchee Valley Chamber of Commerce • Wenatchee Valley Humane Society • Wenatchee Valley YWCA • Wenatchee Wild Hockey Club • Wenatchee YMCA

Making Communities Healthier

We serve a diverse population with a wide variety of healthcare needs. Meeting their individual medical needs with dignity, compassion and respect is our focus and charge.

In 2013 we:

- Provided comprehensive prenatal care to **629** expectant mothers
- Cared for **616** homeless individuals
- Provided **1,831** Pap tests
- Immunized **3,140** children
- Provided **3,251** flu vaccinations
- Treated **2,791** dental emergencies
- Provided **7,393** fluoride treatments

Our **Reach Out and Read program** continues to be an integral part of the care delivered by our family practice and pediatric providers. Our evidence-based program leverages the influence of children's providers and makes literacy a standard part of well-child checkups from ages 6 months through 5 years. Reach Out and Read supports parents as their child's first teacher, provides low income children with books and helps children begin school ready to read. Community partners donate funding for the program, which provides guidance to parents and approximately **3,750 books to children** at well child visits during 2013.



Dr. Brenda Baumeister, MD
Pediatrician and Dog Whisperer

Brenda is the vice chief of staff at Confluence Health. She has been a Court Appointed Special Advocate (CASA) board member since 2001 and is the current vice president. Dr. Baumeister has been on the Head Start Health Services Advisory Committee since 2001. In her spare time, she is a parent volunteer with the Wenatchee High School/ School District as a backstage manager for one or two theater productions a year since 2010.



Increasing Access to Our Communities

Adult Behavioral Health

In October 2013, we launched our brand new Adult Behavioral Health service in East Wenatchee to evaluate and treat the mental health needs of adults. Building on our Children's Behavioral Health program, our new team of licensed professionals will provide counseling services for a wide range of mental health issues and other adult behavioral health needs.



Christine Klingel
PharmD, BCPS
Pharmacy Director,
Endorphin and Trivia Junkie

Christine is serving as adjunct faculty for the WSU Pharmacy program and also serves on the Washington State Pharmacy and Therapeutics Committee. She applies to Jeopardy every year but hasn't been accepted...yet.



New Pharmacy Remodel

In May 2013, the Wenatchee Pharmacy moved into its new space on the main level of 600 Orondo Avenue. This space offers almost 3,000 square feet of pharmacy and waiting room areas, allowing more patient seating and a child play area. In addition to its accessible location next to our Express Care Walk-in clinic, our new pharmacy provides a drive-thru window for convenient prescription pickup. Inside, new automation robotics count, bottle, label and cap the most common medications, freeing up staff to spend more time assisting patients.



The new CVCH Pharmacy located on the main level features a convenient drive-thru window.

Helping Hands Fund

Approximately 10 years ago, CVCH staff noticed that some patients faced significant financial hardships after receiving the medical, dental, and behavioral health services they needed. An employee-driven idea – to help our patients most in need – started with one charity golf tournament and has since evolved into what is known as the **Helping Hands Fund**.

Helping Hands assists our neediest patients, those at the lowest pay scale and without insurance, by paying a portion or all of their health-related bills depending on the situation. It is managed by a committee of staff members, representing different disciplines, which reviews applications and urgent need requests and follows guidelines to determine patient eligibility.

In 2013, 110 individuals received assistance.

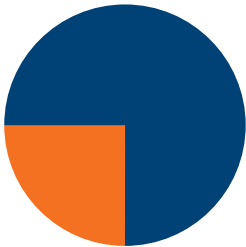
Helping Hands Fund Expense by Type

■ Patient Care Cost:	69%
■ Medication:	28%
■ Patient Supplies:	3%



Helping Hands Fund Revenue by Source

■ CVCH Staff Contributions:	75%
■ General Contributions:	25%



Since 2011, more than 277 patients have received assistance from Helping Hands.



While Helping Hands is primarily funded through voluntary staff contributions, this year, the fund received a boost from the community. The Wenatchee Valley

Guns and Hoses Random

Acts identified Helping Hands as their annual charity recipient and donated \$3,000 to this fund. Guns and Hoses is comprised of Police, Fire and EMS personnel from Okanogan, Chelan, Douglas and Grant counties. They raise money for people and families in need.



Our Express Care Clinic in East Wenatchee has an electronic sign that displays the estimated wait time for urgent care.



Dr. Julie Rickard, PhD
*Behavioral Medicine Program
Manager and Lover of High
Adrenaline Sports*

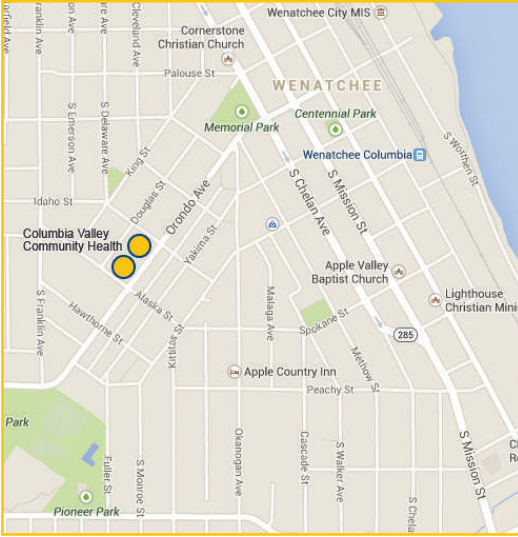
Julie founded the Suicide Prevention Coalition of North Central Washington in response to the rising suicide rates in Chelan and Douglas Counties. As executive director for the coalition, Julie has worked to increase awareness about the issue and implement a best-practice response model. She brought a training program to the valley which has been implemented in all sectors of our community.

Manuel's Story

Manuel has heart disease, diabetes, struggles with depression, and in 2012 suffered a heart attack. He is recently divorced and takes care of two grandchildren. Manuel applied for Helping Hands assistance to help cover the cost of a root canal.

"Helping hands did a big favor for me at a time when I really needed the help. I am really thankful that Helping Hands was there to help me and others who need it."

Manuel –
Helping Hands recipient



Wenatchee Medical & Dental

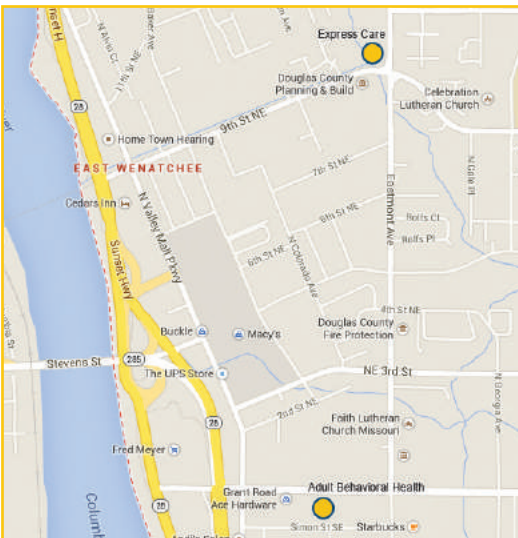
600 Orondo Ave. Suite 1
Wenatchee, WA 98801
Phone: 509-662-6000
Or: 800-288-7649

Wenatchee Children's Behavioral Health

504 Orondo Ave.
Wenatchee, WA 98801
Phone: 509-662-4296

Women, Infants & Children (WIC)

504 Orondo Ave.
Wenatchee, WA 98801
Phone: 509-664-3771

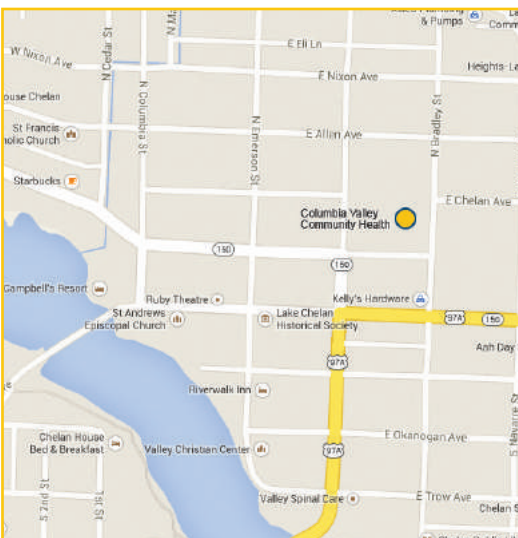


East Wenatchee Express Care

900 Eastmont Ave.
East Wenatchee, WA 98802
Phone: 509-884-9000
Or: 800-288-7649

Adult Behavioral Health

230 Grant Rd, Suite 25A
East Wenatchee, WA 98802
Phone: 509-884-9040
Or: 800-288-7649

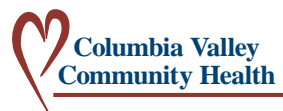


Chelan Medical & Dental

317 E Johnson
Chelan, WA 98816
Phone: 509-682-6000

Women, Infants & Children (WIC)

317 E Johnson
Chelan, WA 98816
Phone: 509-682-2120



509-662-6200
www.cvch.org



Health Care
para toda la familia