



Columbia Valley
Community Health

2015

REPORT TO OUR
COMMUNITIES



There is a revolution underway in the American Healthcare system.

It is a quiet evolution from a volume-based system to one that is paid to produce value. For over 60 years, doctors and hospitals in the U.S. have been paid to perform procedures, needed or not. This created the business incentive to provide high-cost care to as many people as possible, resulting in the most expensive healthcare system on the planet. Are we the healthiest country in the world? Not by a long shot. However, our system does rank #1 in something – spending money.



LETTER FROM CEO

BOARD of DIRECTORS

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MISSION & VISION

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

We believe in the relentless pursuit of excellence. Our vision is to be the regional leader in providing a high quality, sustainable Healthcare Home in a teaching, growing environment.

There is continued national debate around three key questions, and the care teams and leadership at Columbia Valley Community Health have wrestled with them for years. Our answers have transformed the way we deliver care to over 26,000 residents of Chelan and Douglas Counties who consider us their healthcare home.

These questions are:

1. Who defines value? Our Answer: the patient.

Whether it's major surgery or a child's check-up, all patients want to receive care from a provider who is competent and truly cares about them. AND, they don't want us to waste their time.

2. How is value measured? Our Answer: by the patient.

It's measured by how well patients rank their care teams in patient experience surveys, and how well patients comply with important preventative care and healthy habits.

3. Who is responsible for generating value? Our Answer: the patient, with the help of their Healthcare Home.

A Healthcare Home is a care team prepared to support all aspects of a person's wellness. Physical, oral, emotional and behavioral health are all components of overall health.

We at CVCH have learned, through research and our own experience, that improved access to a Healthcare Home – a home with a Primary Care Provider who has earned the patient's trust and confidence and can access a care team to address all aspects of their wellness – is one of the solutions to our nation's crisis.

A handwritten signature in black ink, reading "Patrick A. Burt". The signature is fluid and cursive, with a long horizontal line extending to the right.

PATIENT SATISFACTION

"I like the friendliness of the staff. They are kind and courteous and I was treated excellently."

*CVCH Express Care
Patient, East Wenatchee*



% EXCELLENT

YEAR

51.1

2013

57.6

2014

61.5

2015

PATIENT DEMOGRAPHICS

2%
Other

41%
*White/
Caucasian*

57%
Hispanic/Latino

PATIENT DIVERSITY

10%
Over 200%

35%
101-200%

55%
1-100%

PATIENT INCOME BY
FEDERAL POVERTY LEVEL

6%
Medicare

18%
Uninsured

22%
Private

54%
Medicaid

TYPE OF INSURANCE
COVERAGE

PATIENT EXPERIENCE

Sustainability suggests a responsibility to build with future generations in mind.

Neglecting to renew buildings and equipment as they become outdated is a failure to be sustainable. Growing faster than your current resources allow is also a failure to be sustainable, and obligates future generations to deal with the consequences of these decisions. At CVCH we have taken our duty to meet the demands for our services in a fiscally responsible manner very seriously. We have patiently expanded our services only as funding became available. We have been careful not to add debt as we renovate outdated facilities. In so doing, we have ensured our ability to continue to serve our communities for generations to come.



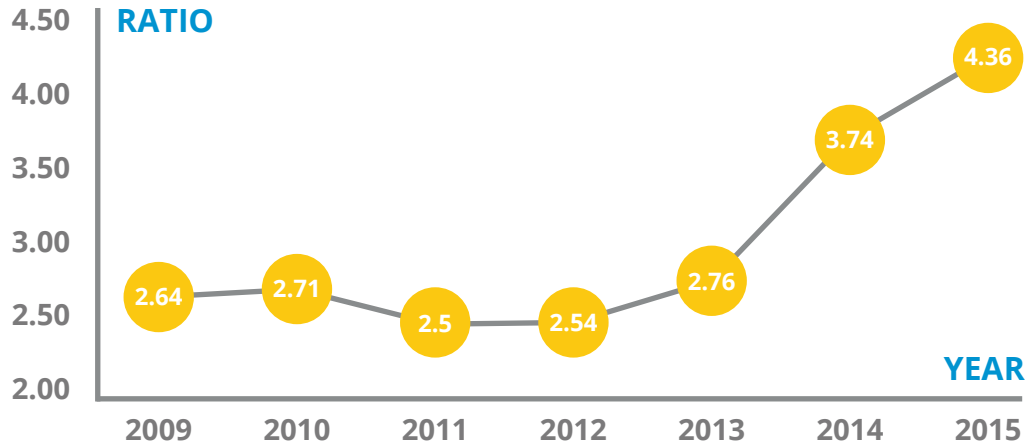
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CVCH is a fantastic organization.

They have proven systems in place but remain flexible enough to allow for vision, growth and change. I feel like I'm working at one of the top Community Health Clinics in the nation!

- CVCH Employee, Engagement Survey 2015

ASSETS TO LIABILITIES



This is a great company to work for.

Every day is different and that's why I see myself working at CVCH for the next 20 years.

- CVCH Employee, Engagement Survey 2015

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SUSTAINABILITY



Provided
comprehensive
prenatal care to
716
expectant
mothers



Cared for
552
homeless
individuals



Provided
4,305
flu vaccinations

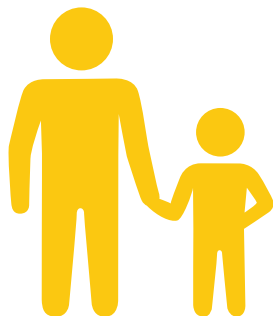


Provided
1,687
Pap tests

WHAT WE DO



Immunized
3,275
children



Treated
2,844
dental
emergencies



Provided
6,932
fluoride
treatments

“The staff is really good to my daughter.”

She has Down syndrome and she gets along with them
very well. She likes going there.

QUALITY

CVCH has come a long way and improved so much. The quality of care is exceptional.

Caring, growing and focused.

The staff are all friendly and attentive. I tell everyone that there is no other clinic like this one.

During the month of September, we commissioned a community survey of 400 random telephone interviews. Above are some responses to the question: **How would you describe Columbia Valley Community Health to someone who has never heard of it?**



la clinica
chiquita
(the little clinic)



10,062

Migrant/Seasonal
Farmworkers



11,071

Best served in
language other
than English



110,441

**TOTAL
PATIENT VISITS**

PATIENT TOTALS

Increase in
Medicaid users

93.4%
from
2013 to 2015

**TOTAL
PATIENTS SERVED**

26,306

22,809
Medical

1,968
Mental Health

7,754
Dental

**# MEDICAID USERS
YEAR**

5,930
2013

10,369
2014

11,466
2015

GROWTH

HELPING HANDS

In 2015, CVCH helped **184** individuals through the Helping Hands Fund. In the past five years, this employee-driven fund has helped **761** of our neediest patients receive the medical, behavioral, pharmaceutical and dental services they most need.

There was a **37% decrease** in the number of applications submitted to Helping Hands in 2015 compared to 2014.

We believe this reflects the efforts of our Member Services team working hard to decrease the number of uninsured patients at Columbia Valley Community Health.

HELPING HANDS FUND REVENUE BY SOURCE



58%
*CVCH Staff
Contributions*

42%
*General
Contributions*

HELPING HANDS FUND EXPENSE BY TYPE



77%
*Patient
Care Cost*

23%
Medication



2013



2014



2015



Working in Hope

A patient came to see about enrolling

into the Washington Health Exchange. She had raised three children and had never needed to work, but was now going through a divorce. She had little employment history and felt so lost and alone. She felt hopeless.

When I sat down with her, I could see she was a nervous wreck. I explained the process and let her know there was nothing to be nervous about.

When I told her she was insured, had no deductible, no co-insurance and no premium to pay, she started to cry. She came around my desk to give me a hug. As she held me tightly, she whispered, "You're an angel".

I gave her a tissue and thanked her for coming in. Her demeanor had completely changed as she said, "You have lifted this huge weight off my shoulders."

To me, I was just doing my job, but to her, it was more...it was HOPE.

-Dulce Negrete, Member Services, Wenatchee

“

I like how very polite and attentive they are.

”

This is why I have been coming here for about 30 years. They guide me very well and educate me how to take care of my medical issues.

- Guillermo, Wenatchee Medical, December 2015

COMMUNITY

This year, we expanded our summer migrant camp medical visits to include dental and behavioral medicine services. Our dental staff offered dental screenings and hygiene supplies, and at one visit, partnered with Medical Teams International. Thanks to their mobile dental clinic, we were able to treat 30 migrant workers and their families on site to provide much needed dental care!

Our behavioral medicine consultants discussed the mental health services offered at CVCH. They educated participants about common mental health issues in hopes to increase their awareness and encourage them to seek treatment when necessary. This proved to be an insightful venture. Mental health carries a stigma in most cultures and was present in the migrant farmworker community.



THE STIGMA OF MENTAL HEALTH

At a summer migrant camp outreach event, groups formed at the diabetes and dental tables; however, there was no activity at the behavioral medicine table. The men averted their eyes, shook their heads, and even taunted each other that they should talk to us.

A man closest to us said he didn't need to talk to Nora, our Behavioral Health Consultant. "I'm not crazy." Nora assured him that she just wanted to talk. He reluctantly sat down and Nora asked some casual questions: how long had he been in the country, at this camp, how work was going...

Angeles, a contracted worker, had been in the US for a few months. He eased as the conversation progressed. Angeles missed his family and three kids, and broke into a huge smile when he spoke of returning to Mexico in just 20 days. Then he shared that the first anniversary of his wife's death was coming. Angeles recounted this difficult loss and the heavy drinking which followed. When he realized his children needed him, he stopped drinking to be present for them, although he still gets sad. Nora normalized those feelings of loss and grief and asked him what he does to stay positive. He socializes, plays cards and listens to music. At the end, he shook Nora's hand and thanked her with a big grin. "I wish I had recorded this so I could show my family that I talked to a psychologist. They will never believe me! Thank you." He hoped that we would return next year.

LOCATIONS

1 - Wenatchee Medical & Dental

600 Orondo Ave, Wenatchee, WA 98801

Phone: 509-662-6000 Or: 800-288-7649

2 - Children's Behavioral Health

140 Easy Way, Wenatchee, WA 98801

Phone: 509-662-4296

3 - Women, Infants & Children (WIC)

501 Idaho St, Wenatchee, WA 98801

Phone: 509-664-3771

4 - Riverside Health Center

819 N Miller St, Ste. 1B, Wenatchee, WA 98801

Phone: 509-888-1924 or 800-288-7649

5 - CVCH Express Care Clinic

900 Eastmont Ave, East Wenatchee, WA 98802

Phone: 509-884-9000

6 - Adult Behavioral Health

230 Grant Rd, Ste. 25A, East Wenatchee, WA 98802

Phone: 509-884-9040

7 - Chelan Medical & Dental

317 E Johnson Ave, Chelan, WA 98816

Phone: 509-682-6000

8 - Chelan WIC (Women, Infants & Children)

317 E Johnson Ave, Chelan, WA 98816

Phone: 509-682-2120

Wenatchee Medical Remodel 2016

