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.
In 2016, we:

• **Broke ground on a brand new clinic** in Chelan. Upon completion, this new site will address critical deficiencies that exist in our current location, allowing for an increase in access to primary care services for an estimated 1,800 new patients.

• **Opened up a new service site** on the campus of Wenatchee Valley College. By providing an accessible health care clinic to students and staff on campus, we removed barriers to care resulting in increased preventative services and earlier treatment.

• **Hired five new physicians**, one physician assistant, three dentists, one dental hygienist and three behavioral therapists. These investments in personnel will provide improved access to medical, dental and behavioral health services.

• **Expanded the scope of our dental services** from primarily treating children to also serving adults throughout the community. The demand for adult dental care for the uninsured is great, and this service line expansion is another example of how our Board and Leadership Team respond to the needs of our communities.

• **Had a very strong financial year** which has allowed us to reinvest in our facilities, our people and in our communities.

We are not simply growing for growth's sake; these changes are the result of our mission to provide increased access for **ALL**. Our Board and Leadership are committed to developing, maintaining and growing relationships that allow us to continue to understand the needs of our communities and react boldly in those areas where needs are not being met.

**Embracing the unknown and embarking on a new journey** can be very daunting. Some organizations may even find it unsettling. It has become crystal clear that this is not the case for this organization. The leaders, providers and employees of Columbia Valley Community Health have shown tremendous resilience, resourcefulness and the capacity to adapt to new situations. These attributes will allow CVCH to not just survive in these changing times, but to thrive.

**I am proud to be a part of this forward-thinking organization** and am eager to see what my team will accomplish as we continue our relentless pursuit of excellence.

Thank you for your confidence!

Warmly,

David Olson, CEO
I liked that the dentist took his time with my daughter’s check-up. I also liked that the dentist took the time afterwards to talk to us about the development of her teeth.

~ CVCH Dental Patient, October 2016
COMMUNITY

We have had a long-standing relationship with Wenatchee Valley College. For more than a decade, we've been partnering with them to help train the future generations of healthcare professionals. We offer rotations for their radiology technology program and their nursing program, which includes nursing assistants and medical assistants.

In November 2016, we took this partnership a step further and began offering medical services on campus for the student body and employees of the college. This new health clinic is staffed three days a week by a family nurse practitioner and a medical assistant. We understand that many students are busy juggling work and school responsibilities and that bringing health services to them could result in healthier lives. When students are healthier, their friends and families stay healthier and the entire community benefits.
PATIENT SATISFACTION

“The staff is kind and really nice. I like the environment, the receptionist and assistants. I like the fact that they were open when I needed care and it was easy to get to.”

CVCH Medical Patient, November 2016

Increase in Satisfaction Scores

29.7% from 2013 to 2016

% EXCELLENT

<table>
<thead>
<tr>
<th>YEAR</th>
<th>% EXCELLENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>51.1</td>
</tr>
<tr>
<td>2014</td>
<td>57.6</td>
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<tr>
<td>2015</td>
<td>61.5</td>
</tr>
<tr>
<td>2016</td>
<td>66.3</td>
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</tbody>
</table>
PATIENT DEMOGRAPHICS

**Type of Insurance Coverage**
- 55% Medicaid
- 6% Medicare
- 18% Uninsured
- 21% Private

**Patient Income by Federal Poverty Level**
- 55% 1-100%
- 35% 101-200%
- 10% Over 201%

**Patient Diversity**
- 42% White/Caucasian
- 56% Hispanic/Latino
- 2% Other

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**PATIENT DEMOGRAPHICS**
Our CEO and Executive Team are top notch and have positioned us well for future growth. I am proud to say I work at CVCH.

~ CVCH Employee Engagement Survey, October 2016
9,106 Migrant/Seasonal Farmworkers
10,246 Best served in language other than English
108,012 TOTAL PATIENT VISITS

Increase in Medicaid users from 2013 to 2016: 95%

TOTAL PATIENTS SERVED:
22,519 Medical
2,162 Behavioral Health
8,461 Dental

# MEDICAID USERS
YEAR
2013 5,930
2014 10,369
2015 11,466
2016 11,565
WHAT WE DO

Provided comprehensive prenatal care to 674 expectant mothers

Cared for 532 homeless individuals

Provided 2,870 flu vaccinations

Provided 1,113 pap tests
Immunized 3,324 children
Treated 2,450 dental emergencies
Provided 6,997 fluoride treatments

There are a lot of smiles when I walk into my appointment. There is a lot of eye contact and smiles from the counselors and that makes me feel comfortable.

~ CVCH Behavioral Health Patient, October 2016
CVCH is a great employer. Supervisors and staff come together to provide great care and customer service to our patients. The organization cares about individuals and their individual growth.

CVCH has the most mission-driven leadership team that I have had the pleasure of working with. This is an amazing organization and I am proud to be a part of it.

I am grateful for the team I work with and for the leadership that we have. I like the open communication from my leaders and supervisor. They take the time to talk to us about changes. I feel like I am part of a team.

Brooke Jardine, MD, Pediatrics

CVCH EMPLOYEE ENGAGEMENT SURVEY 2016 employee quotes
WORKFORCE

We have five **Quality Impact Teams** comprised of CVCH leaders and employees who aim to increase employee engagement and improve employee performance. Two of the teams are **Workplace of Choice** and **Rewards and Recognition**. Both teams positively impact the culture by acknowledging and rewarding staff for the good, hard work everyone does day in and day out.

**Here are just some of the activities that are available to all staff throughout the year:**

- Wenatchee Wild Hockey Games
- Family Ice Skating Night
- AppleSox Baseball Games
- CVCH Night at the Movies
- Family Bowling Night
- Movie and Snack Days
- Company-wide BBQs
- Professional Recognition Weeks
- Annual Holiday Party
- Seahawks Spirit Days
- Free Gym Memberships

CVCH has a top-notch benefit package including employer-paid medical, vision and dental benefits, a Health Reimbursement Account, paid leave, holiday pay and a high match for the 403(b) retirement plan available for all employees. As our Chief Medical Officer likes to say, “It’s good to be here”.

“I feel honored to work for CVCH.”

It’s a great place to feel confident about your skills and abilities. Everyone always has a smile on their face and it makes me really happy knowing that others are also loving their job.
LOCATIONS

1 - Wenatchee Medical, Dental & Express Care
600 Orondo Ave, Wenatchee
509-662-6000
800-288-7649

Wenatchee WIC
(Women, Infants & Children)
600 Orondo Ave, Wenatchee
509-664-3771

2 - Children’s Behavioral Health
140 Easy Way, Wenatchee
509-662-4296

3 - Riverside Health Center
819 N Miller St, Ste. 1B, Wenatchee
509-888-1924

4 - Wenatchee Valley College
1300 Fifth St, Wenatchee
509-662-6000

5 - CVCH Express Care Clinic
900 Eastmont Ave, East Wenatchee
509-884-9000

6 - Adult Behavioral Health
230 Grant Rd, Ste. 25A, East Wenatchee
509-884-9040

7 - Chelan Medical & Dental
317 E Johnson Ave, Chelan
509-682-6000

Chelan WIC (Women, Infants & Children)
317 E Johnson Ave, Chelan
509-682-2120

Columbia Valley Community Health
cvch.org