

# 2016

REPORT TO OUR  
COMMUNITIES



*Brenda Baumeister, MD, Pediatrics*

# STRATEGIC AIMS

Community  
Experience  
Growth  
Quality  
Sustainability  
Workforce

## EXECUTIVE TEAM

**David Olson**

*Chief Executive Officer*

**Carol Diede**

*Chief Operations Officer*

**Mike Romine**

*Chief Financial Officer*

**Dr. Malcolm Butler**

*Chief Medical Officer*

**Danielle Noell**

*Director of Quality & Accreditation*

**Andrew Stewart**

*Director of Planning & Dental Operations*

## BOARD of DIRECTORS

**Joan Alway, President**

**Erin Tofte-Nordvik, Vice-President**

**Teresa Zepeda, Secretary**

**Rich Watson, Treasurer**

**Ruth Cabrera de Alpire**

**Joanne Hill**

**Shaun Koos**

**Loly Larson**

**Robert Scott, Jr.**

**Kristina Stepper**

## 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.



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## LETTERfromtheCEO

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**In July 2016, I had the privilege to accept the top leadership position within this fantastic organization.**

It has been an honor to join this dedicated team, providing access to improved health and wellness with compassion and respect for all. While this organization has grown in size, evolved in scope, and adapted with new service lines, **one thing has remained constant: our commitment to serve everyone.** Be assured, as new leaders take the reins, our commitment to the CVCH mission remains constant.

### **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



A photograph of a male dentist with a beard and short brown hair, wearing a white lab coat over a light blue shirt. He has a stethoscope around his neck and is smiling. He is sitting next to a young boy with short brown hair, who is also smiling. The boy is wearing a dark grey quilted jacket and is seated in a blue dental chair. The background shows a dental office with wooden cabinets and a door.

*Erich Juges, DDS, Dental*

**“ 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

YEAR

51.1

2013

57.6

2014

61.5

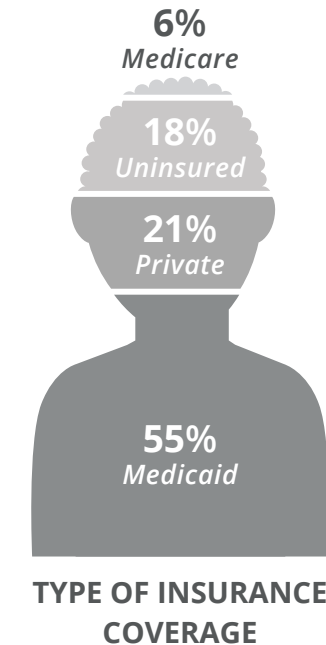
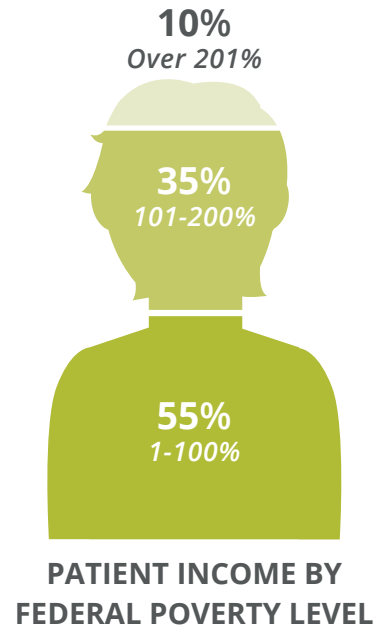
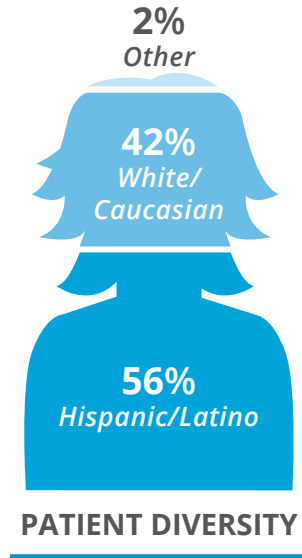
2015

66.3

2016



# PATIENT DEMOGRAPHICS





*Caleb Ambrose, PA-C*

*Alicia Kelso, ARNP, CNM*

*Casey Wyatt, PA-C*

**“ 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

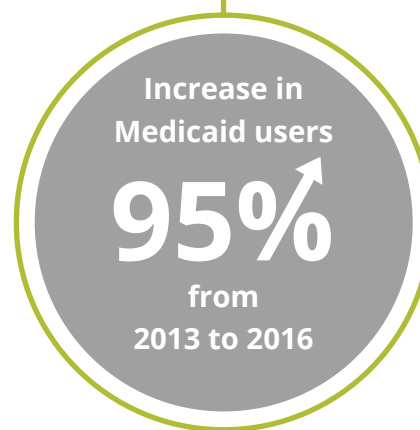
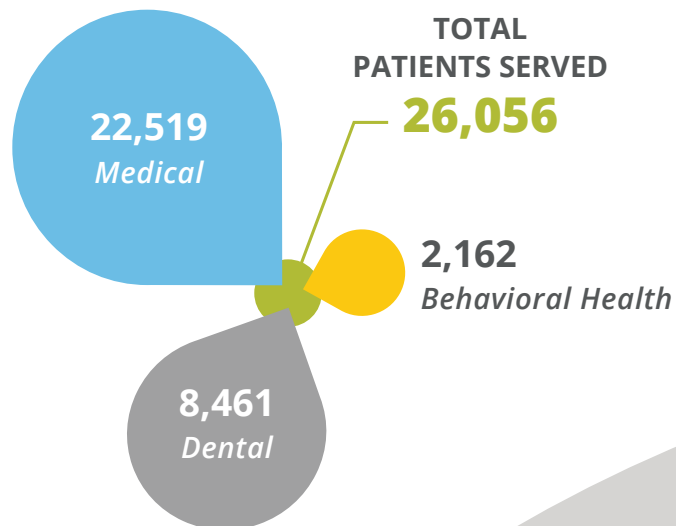


**10,246**  
Best served in  
language other  
than English



**108,012**  
**TOTAL**  
**PATIENT VISITS**

# PATIENT TOTALS



# MEDICAID USERS  
YEAR

**5,930**  
**2013**

**10,369**  
**2014**

**11,466**  
**2015**

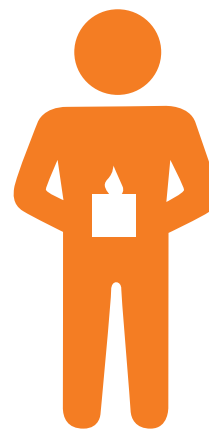
**11,565**  
**2016**



Provided  
comprehensive  
prenatal care to  
**674**  
expectant  
mothers



Cared for  
**532**  
homeless  
individuals



Provided  
**2,870**  
flu vaccinations

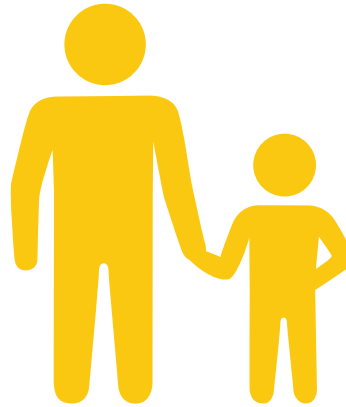


Provided  
**1,113**  
pap tests

# WHAT WE DO



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.

# CVCH EMPLOYEE

## ENGAGEMENT SURVEY 2016

*employee quotes*

*Brooke Jardine, MD, Pediatrics*

# 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

