



2019 Report to Our Communities

FROM THE CEO



These are unprecedented times as we, along with our entire community, navigate the new realities of COVID-19. CVCH has responded to the challenges head on, and we are committed to not just surviving, but thriving, in a time when the highest levels of efficiency, responsiveness and caring are required of all healthcare providers.

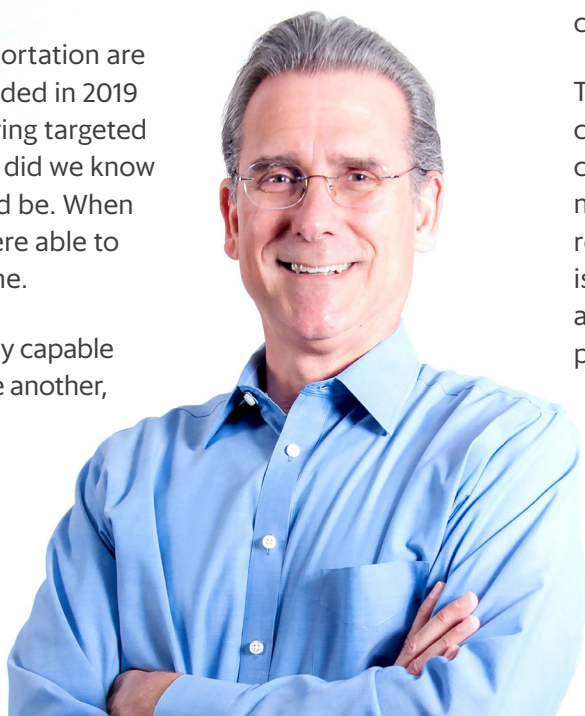
HEALTHCARE FOR ALL “With compassion and respect for all” is a critical component of our mission at CVCH. As a Community Health Center, we have an unwavering commitment to those who are marginalized and struggle in their daily lives. We are determined to remove barriers to care, including systemic racism and discrimination.

CONNECT In late 2019 we launched our new mobile clinic, CVCH Connect. In the last quarter, we took Connect to outlying communities in our service area and were warmly greeted by community members who often struggle to access local care. We quickly learned that Connect needed regular hours and a dedicated provider to ensure culturally-competent and continuous care, and staffing began in 2020!

TELEHEALTH Geography and transportation are common barriers to care, and we decided in 2019 to evaluate the best way to begin serving targeted populations through Telehealth. Little did we know what an important decision that would be. When COVID-19 mandates rolled out, we were able to stand up telehealth visits in record time.

My sincere thanks goes out to our highly capable staff and providers. Your regard for one another, and the patients we serve, is evident each and every day.

David Olson, CEO



Christine Davenport-Welter,
MD, MPH



Andrew Gray, DO

WELCOME, RESIDENTS! In 2019, in partnership with the University of Washington School of Medicine program, we welcomed the first cohort of Family Medicine residents at CVCH Chelan.

To prepare for their arrival, and in keeping with our commitment to continually make capital investments that further our mission, CVCH completed a 4,500 foot expansion of our Chelan facility. We added 12 new exam rooms, an additional procedure room, two behavioral health rooms, and a new laboratory. (And construction of a new pharmacy is scheduled for 2021!) We are thrilled to have Dr. Davenport-Welter and Dr. Gray with us as we provide full-spectrum family medicine to patients in Chelan and beyond.

#1 Ranked
UW Dept of
Family
Medicine

CVCH is a Proven
Community
Health Leader
Since 1972

Video + Full
Program Details

cvch.org/rtt

HEALTHCARE FOR ALL

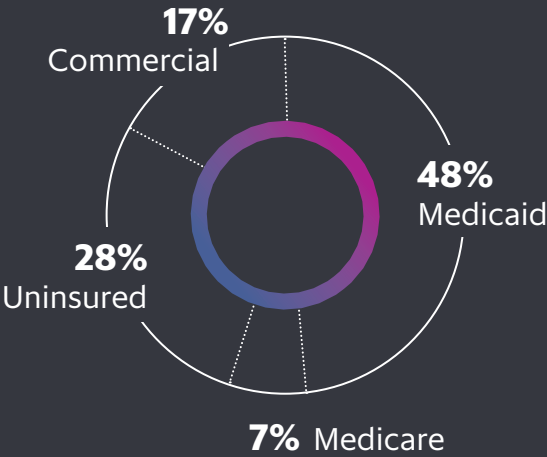
37,517 Total Patients 145,055 Total Visits

32,132	Medical	94,499	Wenatchee
12,032	Dental	23,657	Chelan
3,498	Behavioral Health	14,720	Columbia Pediatrics
		12,179	East Wenatchee

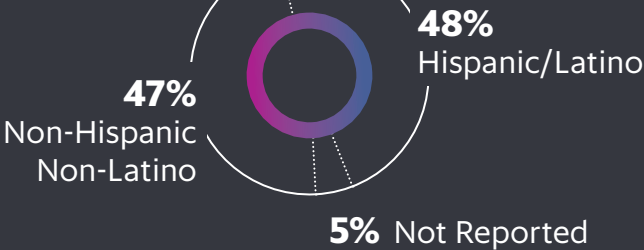
Individual patients may receive multiple services.

INSURANCE

TYPE	# OF PATIENTS
Medicaid	17,900
Uninsured	10,507
Commercial	6,475
Medicare	2,635

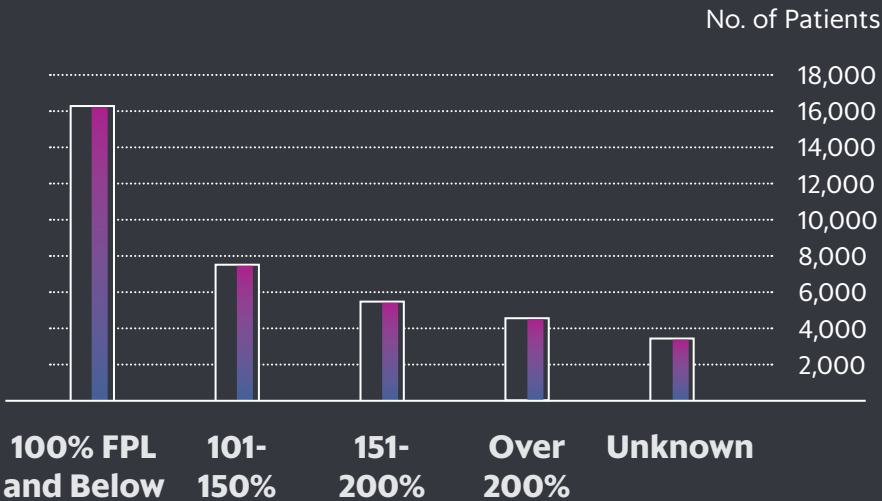


DIVERSITY



INCOME

Patient Income by Federal Poverty Level (FPL)
FPL is \$25,750 for a Family of Four



CVCH Served 10,829 Migrant & Seasonal Farmworkers / 872 Veterans / 654 Homeless Patients

Preventive Services

SERVICE	2018	2019
Oral Exams	15,035	13,755
Fluoride Treatments	9,771	10,417
Adult & Child Immunizations	8,097	8,858
Flu Vaccinations	5,404	6,476
Cervical Cancer Screenings	2,374	2,737
Colorectal Cancer Screenings	4,106	6,875
Mammograms	804	830
Depression Screenings	885	2,362
Screenings for Tobacco Use	9,157	9,241
(With follow-up & treatment plans)		

CVCH is committed to our community’s dental health—and that means all ages. In 2019, we met our goal of serving more adults, who tend to have more time-consuming and complex dental treatment plans. It’s just the type of investment we need to be making, and one that makes me truly proud of CVCH’s impact in our community.

— Peter Steadman, DMD





■ ■ *When I look at the year ahead, I am struck by how uniquely situated CVCH is to confront and mitigate a public health crisis. It is not easy by any means, but our organization and our patients are accustomed to barriers: financial, geographic, racial, and cultural. We will care for all members of our community throughout the pandemic, and expand access through Telehealth and CVCH Connect. That is our work, and that is how barriers are broken. ■ ■*

— **Manuel Navarro, COO**

92
PERCENTILE

CVCH is in the 92nd national percentile for overall provider and staff engagement. In 2019, voluntary turnover rate was 11%, in comparison to an industry turnover rate of 19%.

Serving the Greater Wenatchee Valley in the heart of Washington State since 1972.

cvch.org