



2020 Report to Our Communities

FROM THE CEO

Like so many organizations who serve the healthcare needs of their communities, CVCH faced unprecedented challenges in 2020. And yet, we emerged more committed and unified than ever, all while keeping our patients at the forefront.

TELEHEALTH IN RECORD TIME With the support of our Board of Directors, significant investments were made and equipment was quickly installed to ensure the safety of our patients and employees. In pre-pandemic times, we would have rolled out telehealth services over the course of a year. In the spring of 2020, with the issuing of a stay-at-home order, our teams were able to launch telehealth for all of our 70+ providers in less than one month. These innovative efforts made it possible for our patients to maintain access to healthcare during an extremely critical time.

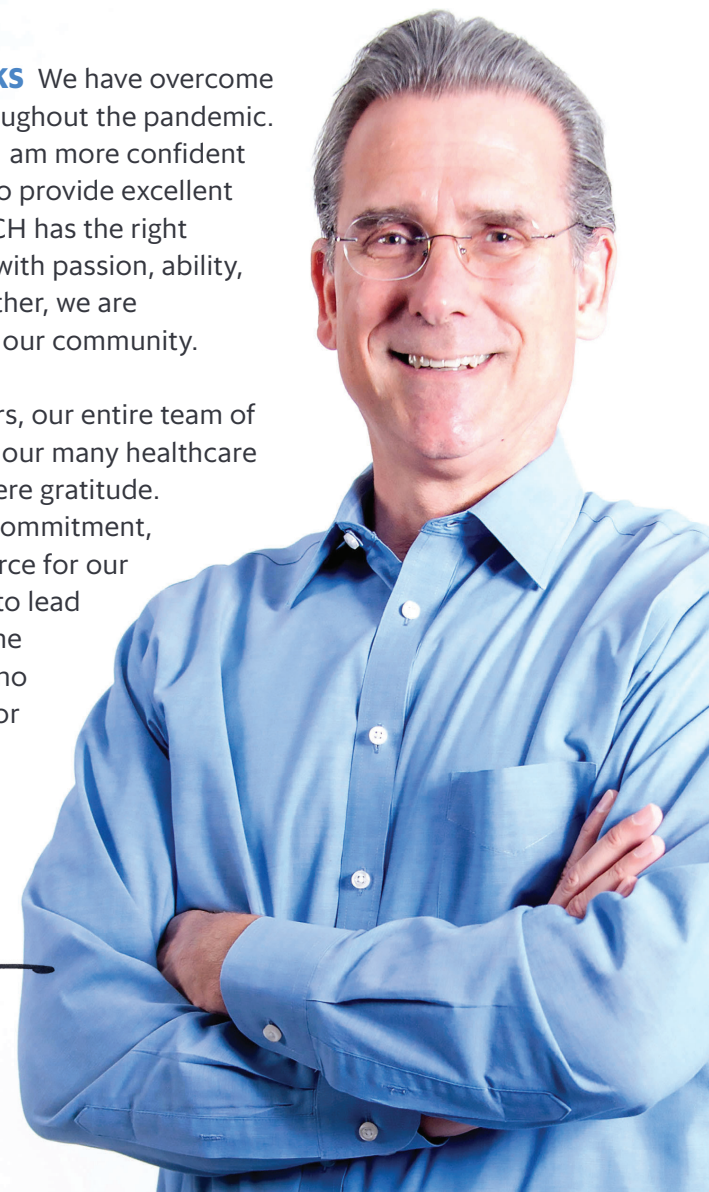
PANDEMIC RESPONSE, MISSION FOCUS CVCH provided an agile and effective pandemic response, complete with testing and vaccine distribution, while staying committed to our mission. Diabetic patients still needed to be monitored and supported, babies were still being born, and people still had dental emergencies, among numerous other healthcare needs. More than ever, our patients needed the support of our Behavioral Health team, and many were able to see their provider more routinely through telehealth, with the barrier of transportation being removed. New Path, our substance use disorder program, was able to grow, meeting the increased demand of patients and expanding to offer services for youth during the pandemic.

RECRUITING THE BEST + BRIGHTEST Recruitment continued, as we hired 94 new providers and staff, and finished the expansion of the Chelan clinic. We welcomed our first residents to our Rural Training Track program, a partnership with the University of Washington School of Medicine, and have recruited our next class of residents who will begin this summer.

MY HEARTFELT THANKS We have overcome so many challenges throughout the pandemic. It hasn't been easy, but I am more confident than ever in our ability to provide excellent care in tough times. CVCH has the right people in place—those with passion, ability, and purpose—and together, we are committed to caring for our community.

To our Board of Directors, our entire team of staff and providers, and our many healthcare partners, I offer my sincere gratitude. Because of our shared commitment, CVCH is a trusted resource for our patients. I am so proud to lead a team who embodies the mindset that everyone, no matter what their story or circumstance, deserves the best life possible.

David Olson, CEO



HEALTHCARE FOR ALL



34,853 Total Patients

29,984	Medical
9,279	Dental
2,913	Behavioral Health

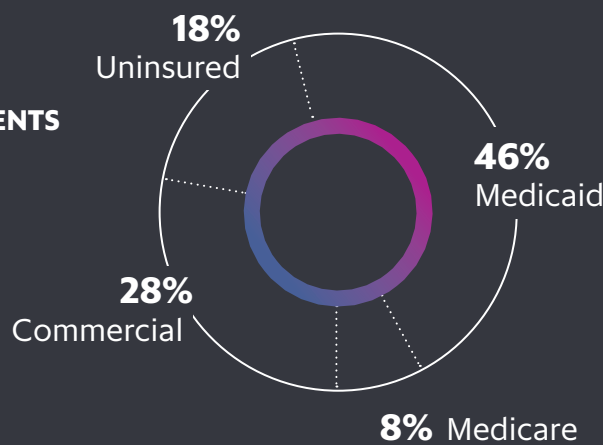
128,069 Total Visits

86,965	Wenatchee
23,957	Chelan
10,765	Columbia Pediatrics
6,382	East Wenatchee

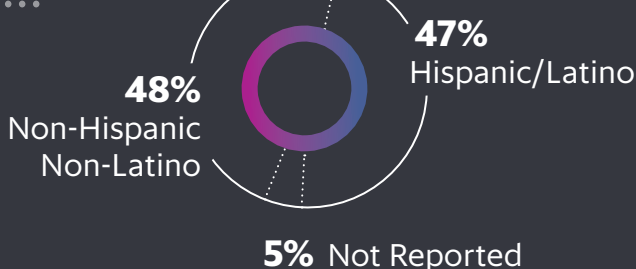
Individual patients may receive multiple services.

INSURANCE

TYPE	# OF PATIENTS
Medicaid	15,921
Commercial	9,710
Uninsured	6,061
Medicare	2,891

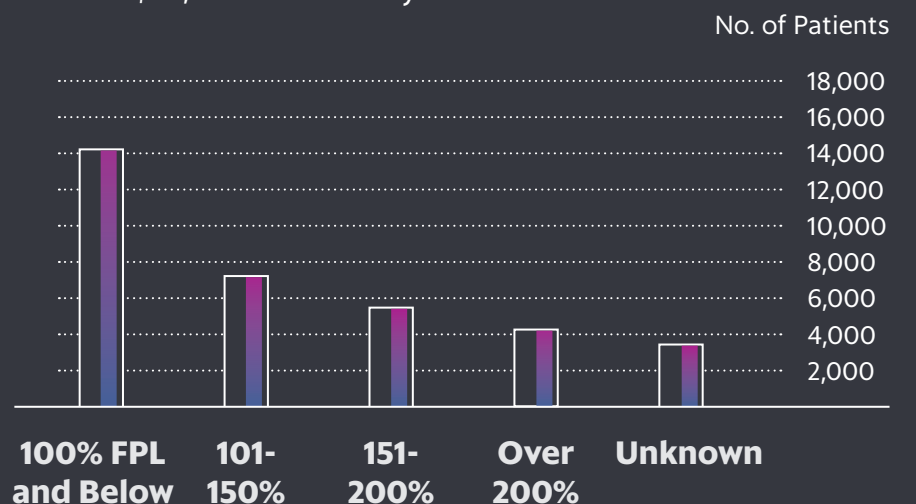


DIVERSITY



INCOME

Patient Income by Federal Poverty Level (FPL)
FPL is \$26,200 for a Family of Four



CVCH Served 10,273 Migrant & Seasonal Farmworkers / **644** Veterans / **495** Homeless Patients

Preventive Services

SERVICE	2020	2019
Oral Exams	10,921	13,755
Fluoride Treatments	6,012	10,417
Adult & Child Immunizations	7,242	8,858
Flu Vaccinations	2,268	2,105
Cervical Cancer Screenings	4,518	4,208
Colorectal Cancer Screenings	2,951	2,737
BMI Screenings*	4,863	5,800
Tobacco Use Screenings*	7,592	9,241

*With follow-up & treatment plans

■ CVCH is committed to our community's dental health and made significant investments to continue providing safe dental care during the pandemic. Investments included cutting-edge HEPA filters and state-of-the-art sterile processing. These investments gave us peace of mind as we provided much needed dental care for our patients. ■

— Jeff Hinckley, DMD, CVCH Dental Director





■ ■ Although the pandemic is not quite over, there seems to be a light at the end of the tunnel, and we are all anxious to get back to normal. However, what's normal at CVCH is always shifting, because CVCH continually raises the bar. Our team never stops striving to be better than before, and never stops looking for innovative and compassionate ways to help more people achieve optimal health and wellness. ■ ■

— **Manuel Navarro, COO**

92
PERCENTILE

CVCH is in the 92nd national percentile for overall provider and staff engagement. In 2020, voluntary turnover rate was 10%, in comparison to an industry turnover rate of 19%.

Serving Chelan and Douglas Counties since 1972.

cvch.org