





CVCH 50th ANNIVERSARY 2 Saturday, August 13, 2022 CVCH 50th ANNIVERSARY Saturday, August 13, 2022



#### **Letter From Our President and CEO**







As CVCH is getting ready to celebrate its 50th anniversary, it was inevitable to reflect on the progress we have achieved both as a community partner and as a healthcare center.

We are profoundly grateful for the opportunity to serve as a sustainable organization that offers integrated, innovative, and barrier-free healthcare to those who need it the most.

Since 1972, CVCH has grown alongside our community, serving patients and families with high-quality compassionate care. We have evolved and expanded to be able meet our patients' needs and will continue to do so.

Our new facility in East Wenatchee is due to open in mid-2023, which will include medical, behavioral health, dental, and pediatrics and serve a population that is growing at a very rapid pace. Our school-based care is now inside several Wenatchee School District primary schools and offers on-site services to students. Our Mobile Connect clinic is transcending all barriers and reaching the most rural populations.

Our vision for the next 50 years is to continue to enrich the lives of those we serve and employ by providing an environment where everyone feels inspired, welcomed, supported, and respected. We will continue to find innovative ways not only to deliver services, but to partner with our existing community to accomplish our mission to achieve optimal health and wellness with compassion and respect for all.

While much has changed in the world in the last 50 years, our accountability to our patients and our community has not. To another 50 years - Cheers!!

— Laura Leon, Board President and Manuel Navarro, CEO



#### **Mission Statement**

Partnering to achieve optimal health and wellness with compassion and respect for all.

#### **Vision Statement**

CVCH is a valued and sustainable community partner providing high quality, integrated, innovative and barrier-free healthcare. We practice and model healthful living and provide an environment where patients and employees feel inspired, welcomed, supported, and respected.



#### **Board of Directors**

As a designated FQHC, our Board must include a majority (at least 51%) of active, registered clients of CVCH who are representative of the populations served. community based and responsive to the community's The volunteer governing board ensures that CVCH is

health care needs.



Laura Leon, President Public Transportation



Robert Scott, Jr., Treasurer



**Loly Larson** Job Service Specialist



Sasha Sleiman, Vice President Community Relations



Kristina Stepper, At-Large Marketing Consultant



**Michael Machado** Commercial Lending Banker



**Evelyn Mejia**, Secretary



John Swenson Retired Pharmacy Administrator



**Dusti Mahoney** YWCA/Nonprofit Programs

**50th Anniversary** 

**Planning Committee** 

**Members** 

Manuel Navarro, Chief Executive Officer

#### **Executive Team**



**Manuel Navarro** Chief Executive Officer



**Dr. Jeffery Hinckley** Executive Director of Dental



**Danielle Noell** Chief Operations Officer



**Blake Edwards** Executive Director of Behavioral Health



**Sarah Wilkinson** Executive Director of Human Resources



#### Danielle Noell, Chief Operations Officer Mike Romine, Chief Financial Officer **Dr. Felipe Gutierrez,** Chief Medical Officer **Dr. Jeffery Hinckley,** Executive Director of Dental **Blake Edwards,** Executive Director of Behavioral Health **Sarah Wilkinson,** Executive Director of Human Resources Brant Rasmussen, Sterile Processing Manager

**Xavier Arinez,** *Population Health Manager* **DeAnna Griggs,** Chelan Clinic Administrator

Sylvia Gilling, Population Health Assistant

Laura Leon, Board President

**Erin Spencer,** Executive Assistant

Kristina Stepper, Board member

**Evelyn Mejia, Board Secretary Loly Larson,** Board member

**Jennifer Korfiatis,** *Interim Marketing Coordinator* 



**Dr. Felipe Gutierrez** Chief Medical Officer

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#### What are we?



CVCH is a Federally Qualified Health Center providing adult and pediatric primary care including urgent care, midwifery, dental, integrated behavioral health medicine, behavioral health, pharmacy, lab, diagnostic imaging, WIC (Women, Infant, Children), nutritional programs, and nutrition counseling services. Other patient support services include education, insurance qualification, and financial assistance. CVCH is accredited by The Joint Commission as a Primary Care Medical Home.



#### 2020 UDS Clinical Quality

The Uniform Data System (UDS) is an annual reporting system that provides standardized information about the performance and operation of federally qualified health centers (FQHC). UDS data informs the public about program effectiveness, helps identify trends over time, and enables comparison with national and state benchmarks.

Below are a few of the CVCH Clinical Quality measures that were included in the 2020 UDS report. Results compare CVCH performance to the state and national average.

Name	Brief Description	CVCH 2020 Compliance Rate	Washington 2020 Avg.	National 2020 Avg.
Early Entry into Prenatal Care	The percentage of pregnant patients who started receiving prenatal care during their first trimester.	85.23%	81.58%	73.48%
Childhood Immunization Status	The percentage of two-year-old's, who received all 10 recommended vaccination sets by their second birthday.	55.18%	47.24%	40.42%
Cervical Cancer Screening	The percentage of women age 23-64 who received appropriate screening for cervical cancer.	70.58%	46.62%	51.00%
Colorectal Cancer Screening	The percentage of adults age 50-75 who received appropriate screening for colorectal cancer.	54.94%	40.28%	40.09%
Dental Sealants for Children between 6-9 Years	The percentage of children, age 6-9, at moderate to high risk for cavities who received a sealant on a first permanent molar.	69.57%	49.65%	48.68%



CVCH 50th ANNIVERSARY

636 Valley Mall Pkwy, East Wenatchee

"Always laugh when you can, it's a cheap medication"

# We Accept All Insurances Free Rx Pick up & Delivery Service for Seniors

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Easy Rx Mailing 509-888-7797 Fax: 509-888-7255

email: washintonrx17@gmail.com

918, 13th Ave SW Ste F, Quincy

Saturday, August 13, 2022

"Let Our Family Take Care of Your Family with Love, Passion & Care"
"Deje que nestra familia cuide a su familia con amor, pasion y cuidado"

# All Insurances Accepted! Todos los seguros aceptados WE SPEAK SPANISH

HABLAMOS ESPANOL

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Fax: 509-797-7677 • E-Fax: 509-210-5200

email: quincypharmacy18@gmail.com





Low prices • Great Service!!!
Precios Bajos • Excelente Servicio!!!

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#### **Our History**

On January 11, 1972, a group of 24 concerned citizens gathered in a local restaurant with the common desire to find a way to alleviate the poor health conditions of people living in the service area. They voted to create a nonprofit organization known as the North Central Washington Migrant Health Project to address these health care needs.

On April 1, 1972, they received their first grant of \$125,000 to serve Grant, Okanogan, Chelan, and Douglas counties. Early services included screenings by nurses in outreach vans in orchards and along roads. Night clinics were held in borrowed churches and offices by contracting with local physicians.

In the ensuing years, Okanogan and Grant counties became freestanding agencies. The organization's name was changed to Columbia Valley Community Health and



services were expanded with full-time providers and professional facilities. In addition to the medical program, the organization added dental, WIC, and comprehensive maternity support services.

In 1998, CVCH moved to 600 Orondo Avenue where additional space allowed for the expansion of services to include on-site pharmacy, lab services and radiology.

In 2001, the Board of Directors saw yet another need for extended services and voted to expand to the Chelan Manson community. The original CVCH Chelan clinic was located at 317 E. Johnson Avenue and offered medical, dental and WIC services.

In 2005 behavioral medicine was added and in 2014 due to growing demand, two new behavioral health access points were established- CVCH's adult behavioral health and childrens' behavioral health clinics. The adult behavioral health clinic is now located at 504 Orondo Avenue in Wenatchee and the childrens' behavioral health clinic is located on Easy Way in Wenatchee.

In 2011, CVCH embarked on an extensive expansion of the Wenatchee clinic. A 15,000-square foot clinic addition opened 12 new medical exam rooms, a new dental department with eight completely digital dental operatories, and a beautiful new entrance to the main campus at 600 Orondo Ave.



Growth continued that same year with the construction of a new Express Care Clinic at 900 Eastmont Ave in East Wenatchee. This state-of-the art facility offers same-day services with menu pricing and an advertised patient wait time, which averages only five-minutes.

In 2013 the Pharmacy moved to the main floor at 600 Orondo. This new space boasts almost 3,000 square feet of pharmacy and waiting room areas, allowing for more patient seating and a child play area. In addition to the accessible location next to the Express Care walk-in clinic, it provides a drive-thru window to facilitate prescription pickup.

In 2014, the main campus expanded dental services and added four new dental operatories, to make 12 now in use. Additionally, CVCH started expanding the 600 Orondo site. This same year, CVCH began planning for the launch of the Rural Training Track partnership with the University of Washington Family Medicine Residency. The official program launch was in the summer of 2019. Participating residents spend a year in Seattle where they receive excellent training in the core clinical skills for family medicine, inpatient medicine, ICU care, high risk OB and trauma-based emergency room care before joining CVCH Chelan.

In September of 2015, Stacy Stubblefield, ARNP, CNM, and her business, Riverside Health Center joined CVCH. This addition brought a new midwifery service line to CVCH.





In early 2016, two Wenatchee-based CVCH behavioral health therapists began seeing students in the Chelan and Manson schools a few days each week. In 2017, a full-time psychologist was hired at the Chelan CVCH campus. Today, the Chelan behavioral health team consists of five full-time providers.

In late 2016, CVCH broke ground on the construction of a new clinic in Chelan. CVCH purchased 1.7 acres in the Apple Blossom commercial development to build this new state-of-the-art site. In September of 2017 the new site in Chelan opened, and is home to the 16,000-square foot full-service comprehensive and integrated health center.

In November of 2016, CVCH began providing medical services for the student body and employees of Wenatchee Valley College (WVC). This clinic is housed on the Wenatchee WVC campus in the Van Tassell Center, located at 1300 Fifth Street in Wenatchee.

In January 2018, Columbia Pediatrics, in private practice since the late 1980's, joined CVCH, adding pediatricians to the CVCH staff and deepening the commitment to caring for every member of the communities served.

In February 2019, CVCH partnered with Catholic Charities, which remodeled its existing facility so that CVCH may provide medical services to the organization's clients. During this same year, CVCH launched New Path, a clinic providing outpatient and intensive outpatient addiction counseling services.

With strong leadership and a solid vision, the commitment to caring for every member of the communities served remains strong. We are proud to provide health care for all, regardless of age or income.

Congratulations
CVCH for 50 years
of serving our
neighbors.



riciping reopic. Changing Lives.

620 Lewis Street / Wenatchee WA 98801 509.662.6156 www.cdcac.org

## Congratulations? Sure.

But a more appropriate statement should be: Thank You.

Thank you for 50 years of providing amazing care for all. We salute the staff, administration, facilities and commitment CVCH has made to our entire area, and we wish you another productive 50 years.





Scott Ballard

Shawn Balla

Saturday, August 13, 2022

55 Var Tradition of Trust

1028 North Wenatchee Avenue • Wenatchee WA 98801 • (509) 662-5111

Congratulations CVCH on your 50<sup>th</sup> Anniversary and Thank you to your staff for their excellent patient care.

CVCH 50th ANNIVERSARY



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#### Locations



#### Wenatchee

#### Medical: 600 Orondo Avenue

Our Wenatchee clinic is an integrated medical health care home. Our family physicians and primary care providers offer OB, midwifery, prenatal and pediatric care, women's health care, urgent walk-in care services, behavioral medicine and chronic disease management for diabetes, as well as ongoing nutrition education. Our Wenatchee location has a lab, radiology and a drive-thru pharmacy on site. Our Dental clinic provides comprehensive dental care for children and adults.

#### **Express Care Wenatchee (Walk-In):**

**600 Orondo Avenue** 

CVCH Express Care Clinic provides quality, affordable convenient care for your entire family - when you need it most. No appointment is necessary. Just walk in and receive urgent care services when you need it. The same experienced and certified providers of Columbia Valley Community Health staff the walk-in clinic.

#### **Dental:** 600 Orondo Avenue

Our Dental clinic provides comprehensive dental care for children and adults.

#### **Behavioral Medicine:** 600 Orondo Avenue

Our Behavioral Health team evaluates and treats the needs of all adults. Our licensed professionals are trained to provide assessment and treatment for a wide range of behavioral health needs, including anxiety, depression, grief, substance dependence, and anger management, as well as physical health needs including pain management.

#### **Pharmacy:** 600 Orondo Avenue

The Pharmacy is accessibly located between the walk-in clinic entrance and the main Wenatchee entrance. Our large waiting space offers comfortable patient seating and a children's play area. We also have a drive-thru window for convenient prescription pickup. Inside the pharmacy, our automation robotics count, bottle, label and cap the most common medications allowing the pharmacy staff to spend more time assisting patients.

#### **Riverside Midwifery:** 600 Orondo Avenue

At CVCH Riverside, we strive to personalize both your prenatal care and well woman exams to meet patient needs. We provide customized care and encourage you to develop a birth plan that suits your individual needs.

#### Columbia Pediatrics: 933 Red Apple Road,

At Columbia Pediatrics, we offer a full range of pediatric care including well–child check–ups, immunizations and sick appointments. Our caring team is committed to providing quality service in a comfortable, safe office setting where children and parents can feel at ease. We also set aside time to equip parents with the tools and resources necessary for the development of healthy children from birth to adolescence.

#### New Path: 819 N. Miller Street, Suite 1

At New Path, we provide outpatient and intensive outpatient services for adults and youth struggling with substance use concerns, facilitating a process of recovery that is compassionate and holistic.

#### **CVCH Connect Clinic:** location varies

CVCH Connect is our mobile clinic that we use in partnership with community partners. Its location changes from week to week, and hours vary upon location, depending on what patient need is.

#### WIC: 502 Orondo

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children. It is a food and nutrition program which improves the health and nutrition of pregnant women, new mothers, and young children up to five years of age. WIC is a FREE program that provides nutrition education, nutritious foods and help accessing health care to eligible low-income women, infants, and children

### **Wenatchee Children's Behavioral Health:** 140 Easy Way

At CVCH, our Children's Behavioral Health team evaluates and treats the needs of children, adolescents and their families. Our trustworthy professionals pull from their experience and training in child and adolescent psychology, counseling, and social work to determine the best treatment options for your child.

#### **CVCH at WVC:** 1300 Fifth Street

CVCH is providing medical services for the student body and employees of Wenatchee Valley College. This health clinic site is housed on the WVC Wenatchee campus in the Van Tassell Center.



#### **East Wenatchee**

900 Eastmont Avenue

#### **Medical:** 900 Eastmont Avenue

Columbia Valley Community Health in East Wenatchee provides primary medical care, as well as urgent care, to all people of all ages. Our primary care providers connect with our comprehensive integrated health care services located at our Wenatchee and Chelan clinics. Our East Wenatchee staff includes a Physician, Physician Assistant, Nurse Practitioner, Registered Nurse, and support staff. We accept new patients and are focused on improving the health and wellness of all of our neighbors regardless of their healthcare needs.



#### Chelan

#### Medical: 105 S. Apple Blossom Drive

Our Chelan clinic is an integrated medical health care home serving the Chelan valley and surrounding area. We are a team of family physicians, primary care providers, 2nd/3rd year family practice medical residents, behavioral health providers, OB providers, pediatric providers, dental providers, nutrition services, pharmacy, lab and support staff. We are able to offer full spectrum of family practice/wellness services for children and adults.

**Dental:** 105 S. Apple Blossom Drive

**Behavioral Health:** 105 S. Apple Blossom Drive

# Congratulations, Columbia Valley Community Health!

Our entire Health Alliance Northwest<sup>™</sup> team would like to congratulate Columbia Valley Community Health, our partner in health and wellness, on their 50th anniversary. We're grateful to CVCH for our partnership and the support they provide to so many families in our community.



Columbia Valley Community Health has been in my family's life for 30+ years. My parents trusted CVCH to take care of our healthcare needs because they knew they'd listen to our concerns. It's been such an honor seeing how much CVCH has grown. Congratulations on 50 years! Thank you for being in our beautiful Wenatchee Valley – and for being there for my family, our communities and Health Alliance Northwest members every step of the way.

**Jessica Arroyo**, Medicare sales associate at Health Alliance Northwest

HealthAlliance.org



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**CVCH STRONG** 



**January 1972 North Central Washington Migrant Health Project begins** 



**April 1972** 

First grant received to provide services

**June 1972** 

Five burglars enter the DNC headquarters at the Watergate

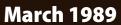
#### **November 1975**

Vietnam War ends



#### **September 1981**

President Reagan nominates Sandra Day O'Connor (Ret.) as the first woman to serve on the U.S. Supreme Court



Exxon Valdez oil spill

#### 1989

**CVCH leases its first physical space** in the Vita Green building

#### February 1990

Nelson Mandela released from prison

#### **April 1995**

Oklahoma City bombing

#### 1998

**CVCH** moves to **600 Orondo Avenue in Wenatchee** 



#### **November 2000**

Expedition 1 becomes first crew to live and work aboard space station

#### 2001

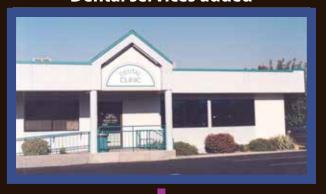
Board votes to expand services to **Chelan and Manson** 

#### **September 11, 2001**

Terrorist attacks

#### 2002

**Dental services added** 



#### 2005

**Behavioral Medicine integrated** into services

#### March 2010

The Patient Protection and Affordable Care Act is signed into law by President Obama

#### **September 2011**

Around 1,000 people march through NYC's Financial District under an "Occupy Wall Street" banner

#### 2011

Wenatchee campus expansion



2011

**Express Care Clinic opens in East Wenatchee** 



2013

Pharmacy expands at main campus

#### October 2014

Malala Yousafzai wins Nobel Prize

2015

**Riverside Health Center joins CVCH** 

#### **June 2015**

Same-sex marriage legalized in all 50 states

2016

New Chelan clinic breaks ground

#### **November 2016**

**CVCH** establishes clinic on **Wenatchee Valley College campus** 

#### **September 2017**

New Chelan clinic opens Chelan



#### January 2018 **Columbia Pediatrics joins CVCH**



#### February 2019

**CVCH partners with Catholic Charities** to offer services

#### **April 2019**

First photo of a black hole captured



**Launch of our New Path** (Addiction Counseling) Clinic

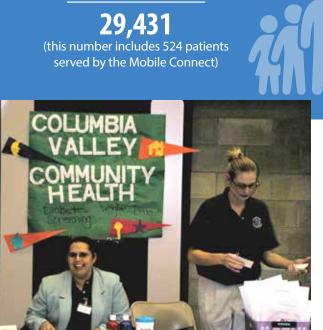


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#### By the Numbers — Wenatchee

CVCH is required to report a core set of information, including data on patient characteristics, services provided, patients' use of services, and more as part of a standardized reporting system known as the UDS each year.

The following includes some of the data points reported by CVCH for 2021:



**Patients Served** 

**Visits** 91,147 this number includes 722 patient visits served by the

Mobile Connect)

**FPL** 

101-150%

151-200%

Over 200%

Unknown



**MSFW Patients** (Migrant Seasonal Farm Workers) 9,565

> **Language Barrier Patients** 10,678

> > 45%

## **CLASS** 25% 50% 41% 20% Medicaid

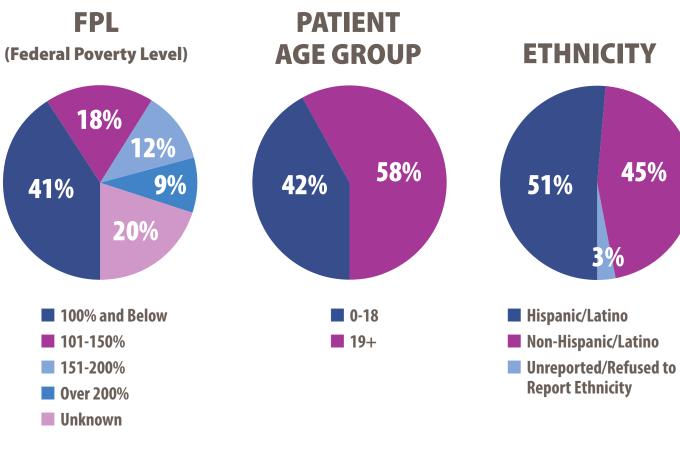
**FINANCIAL** 

Medicare

Non-Managed Care

Private

Self Pay



# **Congratulations** from Prestige to CVCH!

Our teams here at **Prestige Senior Living Colonial** Vista and Prestige Senior Living at East Wenatchee would like to congratulate Columbia Valley Community Health on 50 years of service to the region!

They've been a pillar of the community and we're proud to recognize them on a half century of improving the lives of those they serve.

Their mission is in line with our wellness program Celebrations, which is enjoyed by our assisted living communities. Celebrations embraces a philosophy of healthy, fulfilled living to foster happiness and longevity among our residents.

For more, visit PrestigeCare.com/ColonialVista or PrestigeCare.com/EastWenatchee.

> And congratulations again to our friends at CVCH!

**Prestige Senior Living at Colonial Vista** 601 Okanogan Ave · Wenatchee, WA 98801 · (509) 663-3337

**Prestige Senior Living at East Wenatchee** 589 Highline Dr · East Wenatchee, WA 98802 · (509) 884-3938



### Are you helping an adult who needs care?



Family caregivers are all around us. They care for friends, relatives, and neighbors and never ask for anything in return. But sometimes the "helpers" need a little help too.

Aging & Adult Care offers programs providing respite, housekeeping, personal care, shopping and more! Keep helping them with a little help from us!



270 9th St. NE, Suite 100 Fast Wenatchee

509.886.0700 aaccw.org

Serving Adams, Chelan, Douglas, Grant, Lincoln and Okanogan Counties

#### Congratulations CVCH on your 50th Year!



**Call us for a Tour Today •** 509-662-2797 906 N. Western Ave., Wenatchee www.riverwestretirement.org

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#### By the Numbers — East Wenatchee



Patients Served 2,931

Self Pay



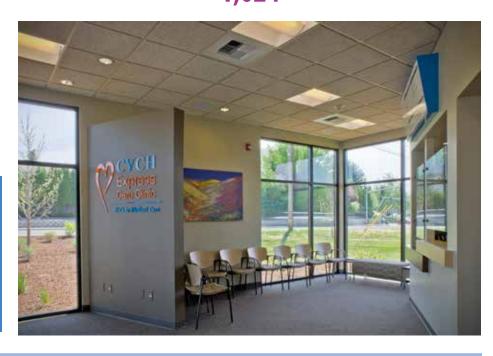
<u>Visits</u> 7,100

Unknown

MSFW Patients (Migrant Seasonal Farm Workers)

978

Language Barrier Patients 1,024



#### **FINANCIAL FPL PATIENT CLASS AGE GROUP ETHNICITY** (Federal Poverty Level) 86% 29% 49% 47% 42% 38% 22% 14% Medicaid ■ 100% and Below 0-18 ■ Hispanic/Latino **101-150**% 19+ ■ Non-Hispanic/Latino Medicare Unreported/Refused to Private 151-200% **Report Ethnicity** Non-Managed Care Over 200%

# Congratulations ON 5 PEARS CVCH

Thank you for your valued partnership in providing health and wellness care throughout North Central Washington!

For fifty years, we have truly been better together.









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#### By the Numbers — Chelan

**Patients Served** 9,660



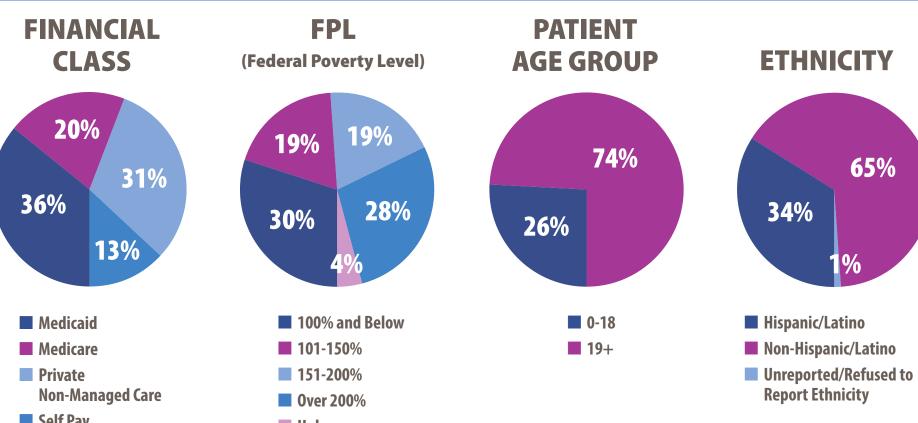
**Visits** 29,033





**MSFW Patients** (Migrant Seasonal Farm Workers) 2,307

> **Language Barrier Patients** 2,398







October 21 - Wenatchee Wild Home Opener

TICKETS AND MORE INFORMATION AT TOWNTOYOTACENTER.COM

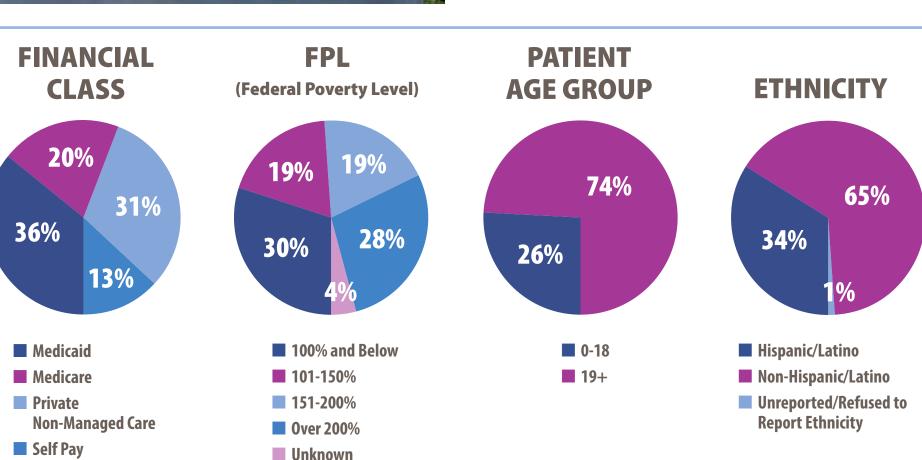


Congratulations to



on providing 50 years of patient-focused care to Central Washington. Our region is better because of your efforts.





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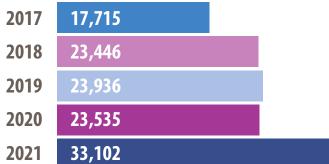
#### 2017-21 Summary of Patient Encounters by Location

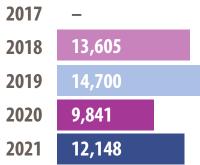
#### WENATCHEE



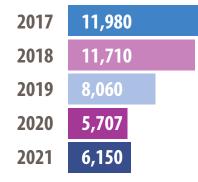
150,000

#### **CHELAN**





#### **EAST WENATCHEE**



• Calls Handled: 344,369 Percentage of patients who reported the courtesy and helpfulness of phone attendants as Excellent: 66%

119,986

#### **Helping Hands Fund**

Columbia Valley Community Health offers a Helping Hands fund, which provides financial support to patients who cannot afford to pay for their care. This fund helps pay for services in medical, dental,

behavioral health, and includes medication. CVCH employees can choose to contribute financially each month to this account.

#### Regular

Patients who received direct payment to their balance



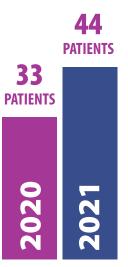
#### Chronic

Patients who received financial support for chronic care management

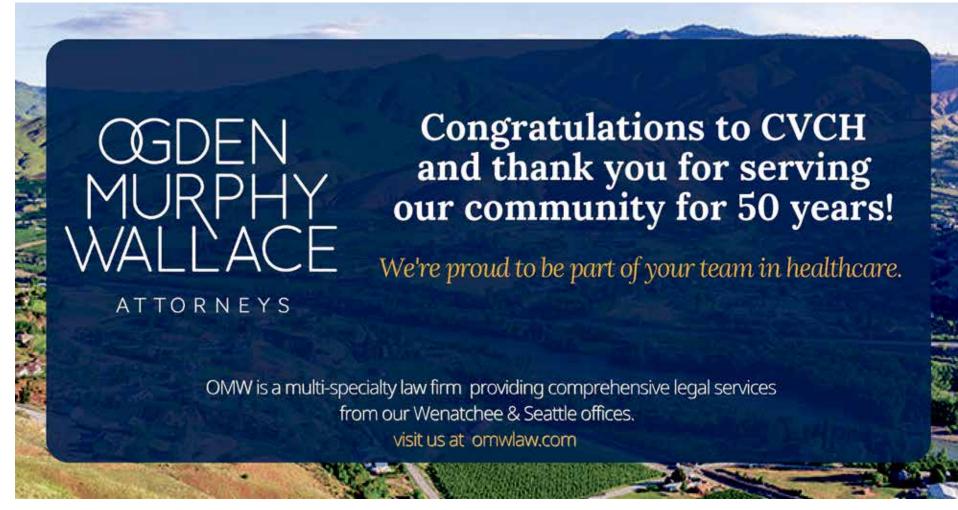
PATIENTS PATIENTS



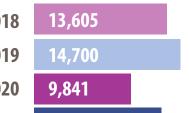
#### Urgent Patients who received pharmacy support directly







## 100,000 **COLUMBIA PEDIATRICS** 201 50,000





140,856 145,110 128,063

YEARLY GRAND TOTALS FOR ALL LOCATIONS

2020

2021

154,917

Includes: BH, Bmed, ColPeds, Dental Med, New Path, Outreach, Riverside

CVCH STRONG



# In sickness and in health.

CVCH has been your partner in health and wellness since 1972, and we'll continue to provide state-of-the-art care for the next 50 years.

