

# Report to our Communities



**Columbia Valley  
Community Health**



**Health Care**  
para toda la familia

# Message from our CEO



2012 has been a year of significant milestones for Columbia Valley Community Health. For starters, CVCH was the first outpatient clinic in the Pacific Northwest to be certified as a Primary Care Medical Home by The Joint Commission, an independent standard-setting body that is recognized nationwide as a symbol of quality. Certification as a Primary Care Medical Home reflects an organization's commitment to meeting high standards for quality of care and patient safety. CVCH earned this early recognition through years of hard work and preparation. Our efforts to provide high quality, accessible, and affordable care began long before it became popular to be a "Medical Home".

2012 also marked our 40<sup>th</sup> year of service in Chelan and Douglas Counties. We took the opportunity

to reflect on our humble beginnings, and to celebrate our contributions and continued commitment to the communities we serve. In our first ever gala event, our friends from throughout the region pooled their resources to amass donations exceeding \$40,000. The direct benefactors of these philanthropists were our patients. It was exhilarating to see the enthusiasm and generosity in our community come alive as we focused our attention on those among us who desperately need our support.

2012 was a year of significant growth for CVCH. With six amazing new medical providers, a new state-of-the-art dental clinic, a 15,000 sq. ft. addition to our main clinic, and a new clinic serving the residents of East Wenatchee, we have been able to open our doors to patients that were previously unable to access needed care. In total, CVCH was able to serve 3,500 more individuals than were seen in our facilities in 2011, a 17% increase in just one year.

2012 marked the first year that all of the care delivered at CVCH was completely electronic. With the implementation of electronic dental records, our Dental department has joined our Medical teams, Pharmacy, and Behavioral Health departments in using

paperless records. This is a major step toward our vision of being a fully-integrated Healthcare Home, allowing multidisciplinary care teams to access and collaborate efficiently and effectively within the patient record.

**“In fulfillment of our Vision to become a teaching health center, CVCH has dramatically increased our efforts to train future care providers.”**

CVCH is filled with some of the most dedicated, talented, and inspirational individuals I have been blessed to work with. From the physicians who toil through the night to safely bring a new life into the arms of a tired mother, to the behavioralists who mend lives torn by suicide or chemical

dependency, I am proud to say that I work among the best and the brightest. Great strides were made in 2012 to ensure our ranks remain flush with those who possess a passion to serve others. In fulfillment of our Vision to become a teaching health center, CVCH has dramatically increased our efforts to train future care providers. In 2012, 71 students and residents rotated through our sites gaining valuable experience in not only providing the highest quality of care, but in doing so with a heart filled with compassion and respect. For some, this marked an interesting and unforgettable chapter in their training. For others, their time with us kindled an unquenchable desire to serve that will last a lifetime.



Patrick Bucknum, CEO

## Our Mission:

Providing access to improved health and wellness with compassion and respect for all.

### Board of Directors:

<i>President:</i> Joanne Hill	Mary Hunt
<i>Vice-President:</i> Bertha Sanchez	Loly Larson
<i>Treasurer:</i> Richard Bliggenstorfer	Robert Scott, Jr.
<i>Secretary:</i> Margarito Rodriguez	Kristina Stepper
Joan Alway	Juan Valle
Douglas Head	Rich Watson

CVCH is the **regional leader** in providing a high quality, sustainable Healthcare Home in a teaching, growing environment.



What began 40 years ago as a small migrant health center, operating out of churches, borrowed offices and vans, is now a pace-setting industry leader. In April 2012, Columbia Valley Community Health was the first outpatient clinic in the Pacific Northwest to be certified by the Joint Commission as a Primary Care Medical Home.

Why is this important? Because it demonstrates our ability to rapidly adapt and implement the latest standards in quality as our industry struggles to make meaningful improvements that lower costs and improve the health of our communities.



**“I serve on the board of CVCH because it is the most effective and enthusiastic way I can serve my community in the capacity of a volunteer.”**

– Joanne Hill, President  
Board of Directors  
Columbia Valley Community Health

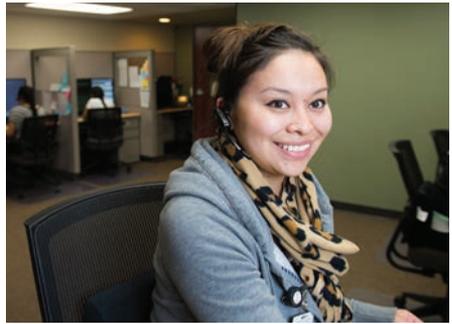


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Our focus is on improving the health and wellness of a diverse population with a wide variety of healthcare needs. To succeed we must strive to ensure our patients are receiving timely and effective preventative care, as well as highly accessible urgent care services when they need care right away.

**In 2012 we:**

- Provided comprehensive prenatal care to **675** expectant mothers
- Cared for **606** homeless individuals
- Provided **2,656** PAP tests
- Immunized **3,421** children
- Provided **3,751** Flu vaccinations
- Treated **3,267** dental emergencies
- Provided **7,279** Fluoride treatments
- Introduced **2,172** children to literacy through the Reach Out and Read Program



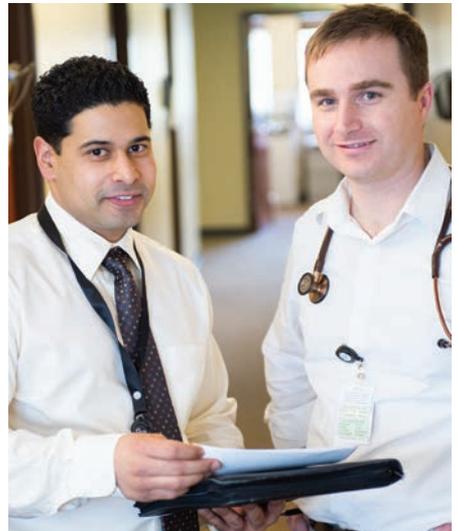
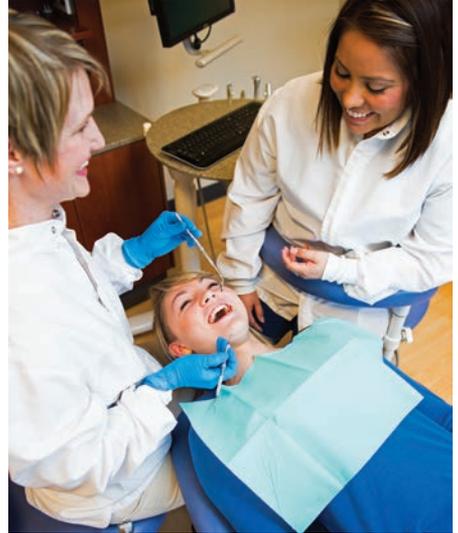
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high quality, sustainable Healthcare Home  
in a **teaching**, growing environment.

Our vision is to build the next generation of care givers from within our community. To fulfill that Vision, CVCH providers have increased the number of students, interns, and job shadows that rotate through our clinics, learning from the experts what it takes to provide the best care at an affordable price.

**In 2012 we helped train:**

- 19 Medical Students
- 4 PhD Psychology interns
- 48 Job Shadow Students (High School and College)

We are now training dental students from both the University of Washington School of Dentistry and AT Stills University in Arizona.



CVCH is the regional leader in providing a high quality, sustainable Healthcare Home in a teaching, **growing** environment.

## Expansion at 600 Orondo

In 2012 CVCH filled a new 15,000 sq.ft. clinic addition with providers and patients. 12 new medical exam rooms and eight state-of-the-art, completely digital dental operatories made room for 5,000 new patients.

## Express Care

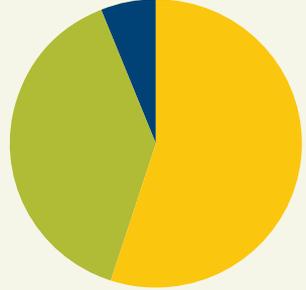
A new Express Care Clinic also opened in East Wenatchee to provide access to affordable services for residents in Douglas County. With room to grow, patients were seen with an average wait time of 7 minutes in 2012.



## Patient Demographics

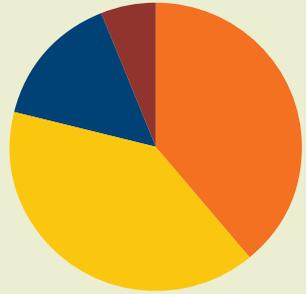
### Patient Income by Federal Poverty Level

1 – 100%:	12,108	55%
101 – 200%:	8,731	39%
Over 200%:	1,286	6%



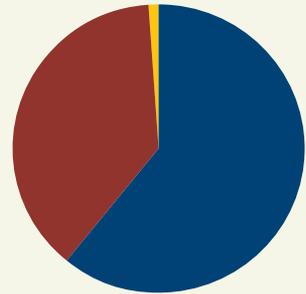
### Type of Insurance Coverage

Uninsured Patients	39%
Medicaid & Basic Health	40%
Private Insurance	15%
Medicare	6%
Total:	24,230



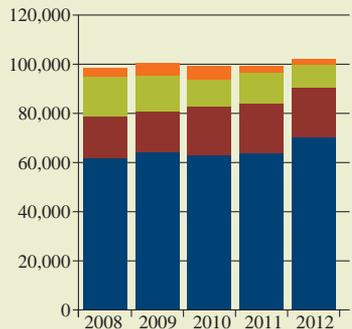
### Patient Diversity

Hispanic/Latino:	61%
White/Caucasian:	38%
Other:	1%
Total:	24,230



### Patient Visits 2012

Medical	70,206
Dental	20,377
Mental Health	9,446
Other	2,044
Total:	102,073



### Patient Totals

Total Served:	24,230
Total of Migrant/Seasonal:	10,259
Patients Best Served in language other than English:	9,077

# Helping Hands Fund

The Helping Hands Fund was created to help the neediest patients – those at the lowest pay scale and without insurance – gain the support they need.

Through application or urgent need request, Helping Hands assists these patients by paying a portion or all of their health-related bills depending on the situation.

## Cristian's Story

*“Cristian’s smile always gave me strength. I feel blessed for the compassionate people at Columbia Valley Community Health and I am so grateful for Helping Hands.”*

Yolanda, Cristian’s mother

“Cristian was my patient for over 5 years. His mother Yolanda was his sole support and endured many hardships, including providing care for Cristian’s father, who suffered paraplegia as a result of a stroke. Yolanda was unable to afford Cristian’s nutrition supplements so she was forced to blend up food with water and put that into his feeding tube. She had to use t-shirts in place of the incontinent briefs, which she was also unable to afford. When Cristian began receiving support from the Helping Hands Fund almost a decade ago, his mother no longer had to worry whether or not he was receiving adequate nutrition or how to manage the incontinence. Cristian was a special patient who endured more pain than most in his 28 years of life. His passing in February 2013 affected me and others here at CVCH who knew him.

*Through the assistance of Helping Hands, we were able to make a significant difference in Cristian’s quality of life.”*

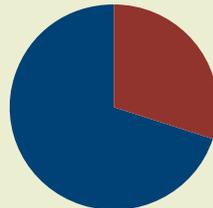
Kaci, RN, Columbia Valley Community Health

## Helping Hands

**In 2012, 218 individuals received assistance**

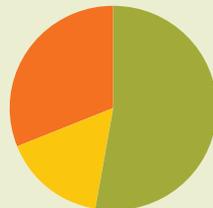
Helping Hands Fund Revenue  
by Source

- CVCH Staff Contributions: 30%
- General Contributions: 70%



Helping Hands Fund Expense  
by Type

- Patient Care Cost: 53%
- Patient Supplies: 16%
- Medication: 31%



# 40 Years of Caring



In September 2012, Columbia Valley Community Health held a special event that did more than celebrate our 40<sup>th</sup> Anniversary – it brought together and strengthened connections within our communities.

Over 350 people – comprised of CVCH employees, patients, community leaders, business partners, and healthcare professionals – gathered to reflect on our humble beginnings, applaud our continued loyalty to our mission, and recognize our commitment to building stronger communities. Pictures and speeches helped to commemorate the employees, providers, leaders

and patients who have been a part of this evolution, while a new video relayed our story through interviews, achievements and accomplishments.

Our patients, however, were the focal point of the evening. There were stories of gratitude, recognition and personal achievement on every table. There were nine auction items, eight of which were contributed by CVCH patients. From an intricate hand-stitched tablecloth to a private music concert, these auction items were accompanied by personal and touching stories. The winning bid for each auction item went directly to the patient who contributed their talents and their story. Together, the 8 auction items raised \$1,460.



In his remarks, Patrick Bucknum, CEO of Columbia Valley Community Health, stated that the primary goal for the celebration was for everyone to leave feeling connected to what we do.

“There is no better way to feel connected to what we do than to join us in our efforts to support our neediest patients, and to gain a clearer vision into the disparities that exist in the lives of our neighbors.”

Through their generous donations, attendees demonstrated this powerful connection as they were moved to give a collective \$7,000 to help keep our communities strong, healthy and productive. One guest wrote about the event stating that CVCH is “helping us to see the working poor not as statistics but as human beings with hopes and dreams.”



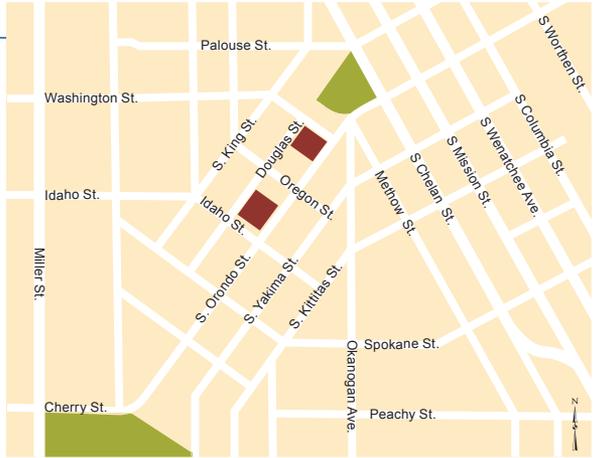
## Wenatchee

600 Orondo Ave  
Medical, Dental, Walk-in,  
Behavioral Health

504 Orondo Ave  
Children's Behavioral  
Health, WIC

Ph: 509-662-6000

Toll Free: 800-288-7649



## Chelan

317 E. Johnson  
Medical, Dental, Walk-in,  
Behavioral Health

Ph: 509-682-6000

Toll Free: 800-288-7649



## East Wenatchee

CVCH Express Care  
900 Eastmont Ave

Ph: 509-884-9000

Toll Free: 800-288-7649



[www.CVCH.org](http://www.CVCH.org)

