

# Report to Our Communities



Healthcare  
para toda la familia

# Letter from the CEO

During this prolonged recession Columbia Valley Community Health has been asked repeatedly to do more with less, and I am proud to report that we have met that challenge head on. The available funding for healthcare services has diminished while the number of uninsured and low income patients in our communities has grown steadily since the start of the recession in 2008.

During the past 2 years the organization's budget has been reduced by over 15%, from \$22.3 million in 2008 to \$18.9 million in 2010. In our last payroll in 2009 CVCH issued paychecks to 267 employees. This year the number was down to only 202 in the final payroll of 2010. And yet we have continued to meet the growing needs of our communities. In 2010 we increased the number of dental visits by 11%. Our Children's Behavioral Health

Department has increased the number of patients served by 54%. Our pharmacy is filling a greater percentage of the prescriptions written by our medical providers than ever before.

CVCH is filled with people committed to our Mission. It is our dedication to find innovative solutions during these challenging times that has enabled us to do more with less. Every morning except Sunday our dental department dedicates the first hour of the day to emergencies. If you drive by the clinic anytime after 5:30 a.m. you will see a line of patients forming in our dental entrance. I have seen this line form hours before the clinic opens on the coldest winter days. Every day our dental teams display remarkable flexibility as they find ways to fit each emergency into their schedule. This same agility is

demonstrated in every department by every employee every day as they face the lines that need our care and fit them in.

The purpose of this inaugural report is to inform our communities about our role in ensuring that affordable, quality, and accessible health care services are available to everyone. In 1972 we began by offering night clinics in borrowed churches and in the offices of contracted physicians. Nearly 40 years later, CVCH is still serving the health care needs of our communities. As we prepare for the dramatic changes in the funding of healthcare services that will be implemented through national healthcare reform in 2014, we promise to remain vigilant in providing the highest quality of care and remaining accessible for our patients.



Chief Executive Officer  
Columbia Valley Community Health

## Our Mission

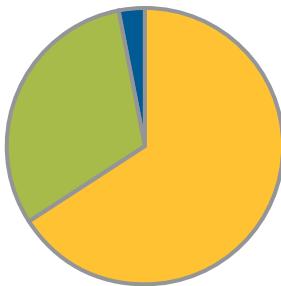
It is the mission of Columbia Valley Community Health to provide access to improved health and wellness with compassion and respect for all.

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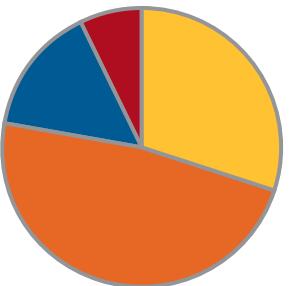
# Who are our patients?

PATIENTS INCOME BY FEDERAL POVERTY LEVEL



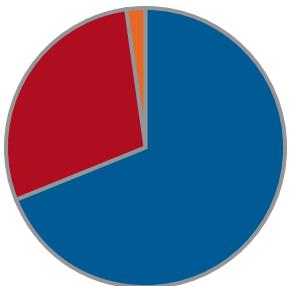
1-100% 66%  
101-200% 31%  
Over 200% 3%

PATIENTS BY INSURANCE COVERAGE



Uninsured Patients 30%  
Medicaid & Basic Health 48%  
Private Insurance 15%  
Medicare 7%

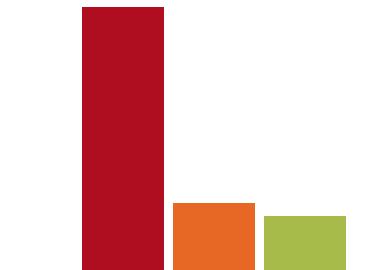
DIVERSITY OF PATIENTS



Hispanic/Latino 67%  
White/Caucasian 31%  
Other 2%  
Unknown 1%

- Many members of our communities lost their health insurance due to job losses and reductions in the Basic Health Plan of WA.
- We serve 7,385 migrant and seasonal farm workers.

PATIENT VISITS



Medical 63,822  
Dental 17,197  
Mental Health 14,101  
**Total Patients served 22,027**

**Migrant/Seasonal Farmworker Patients 7,385**

**Patients Best Served in a Language other than English 8,800**

- Our annual medical visits have increased 42% in the past 5 years, much of which is through our popular Walk-in Clinic in Wenatchee.
- Our dental visits have increased 64% in the past 5 years as we strive to provide timely preventative care for the children and youth in our community.



# What services do we provide?

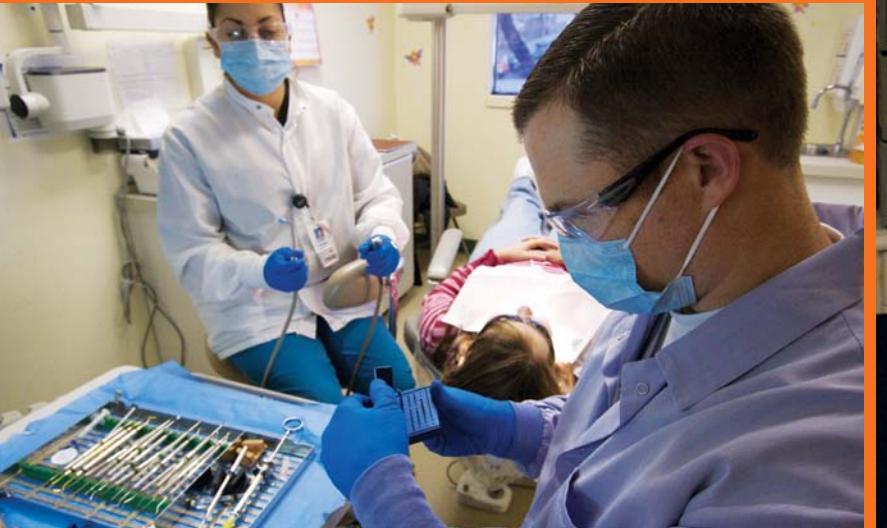


## CLINICAL SERVICES

- Family Medicine
- Women's Health Care
- Pediatrics
- Dental
- On-Site Laboratory
- Pharmacy
- Maternity Support
- Integrated Behavioral Medicine
- Outpatient Behavioral Health
- Make-A-DIF (Diabetes Intervention and Follow-Up)
- Nutrition Services

## OTHER SERVICES

- WIC
- Outreach
- Patient Services (Eligibility Assistance)

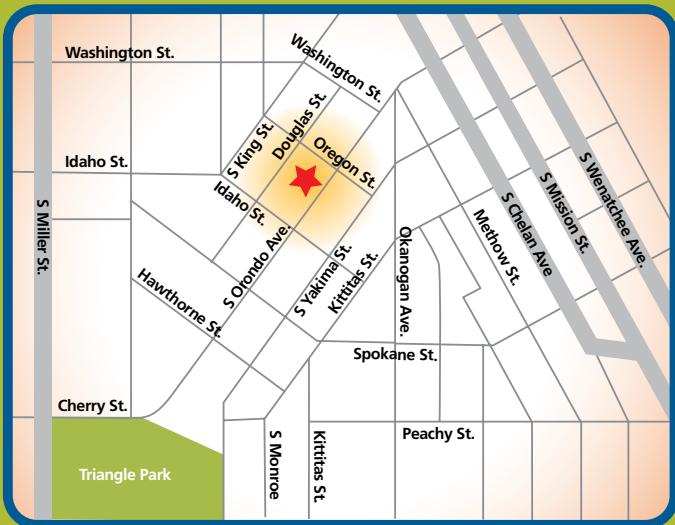


# CHELAN

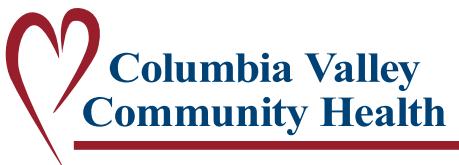


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