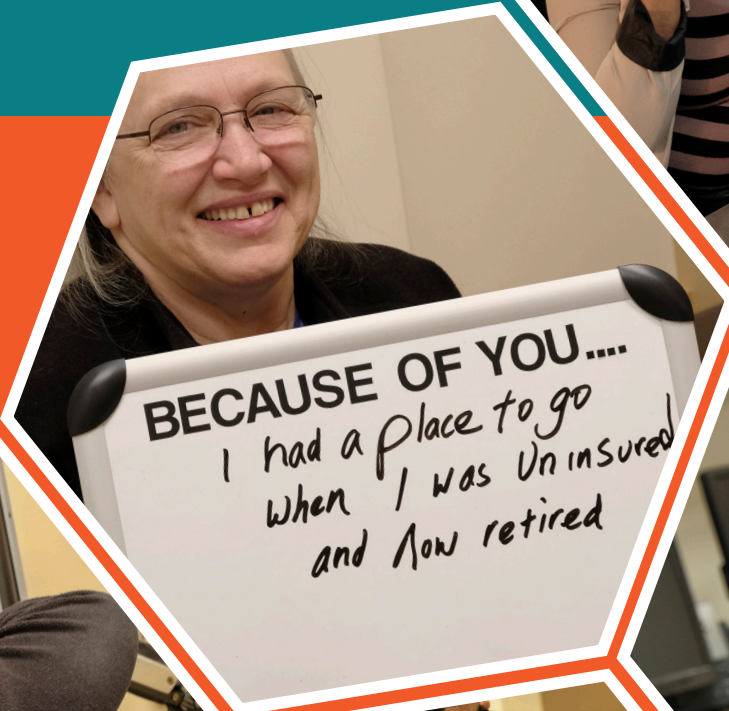


# COMMUNITY HEALTH *Care*

Where *Care* is the final word



# ANNUAL REPORT

2021

## MESSAGE FROM THE PRESIDENT & CHAIR

### 2021 IN REVIEW

Community Health Care finished 2021 strong, thriving and growing. Due to the pandemic, overall patient numbers decreased from 2019 – 2021. Although we have not recovered to that pre-pandemic number, our patient numbers increased from 2020 – 2021. That upward curve is a sure sign that Community Health Care is back on track, regaining lost ground and continuing to provide care to the uninsured and under-insured in our community.

To better serve the community need, Community Health Care's Board of Directors authorized the purchase of a building and parking garage at 201 West Main in Puyallup. In 2024 this will open as our seventh facility, providing medical, dental, behavioral health and many other services to eastern Pierce County. It is estimated this clinic will serve 14,000 medical patients through 51,200 visits, 8,000 dental patients through 20,000 visits and 1,500 behavioral health patients through 600 visits.

Another change at Community Health Care over 2021 was the receipt of expanded grant funding for the Family Practice Residency. Currently, our accredited physician residency program provides training for 18 residents who have just completed medical school. With the expansion funding we now will train 24 residents in three classes of eight over a three-year period.

Also, in 2021 a second endowment fund was started in memory of Doug Swanberg. Doug was very involved and invested in the growth of Community Health Care. During his tenure as a board member between 1994 and 2019, he oversaw the incredible growth we experienced, as Community Health Care increased its patient base from around 5,000 to 49,000. For half of his board service, he acted as Board Chair and was the long-time chair of the Facilities Committee, overseeing the expansion and development of new clinics.

In response to the pandemic, the staff has provided 14,884 COVID tests over the last two years and 7,900 immunizations over 2021. Like last year, the staff faced an unprecedented situation. They rose to the occasion, developing new ways to care for our patients and continuing to provide the highest quality health care with compassionate service for all. We are profoundly humbled and deeply appreciative of the dedication they show to those we serve. With the pandemic in decline, the role of the greeter for screening for COVID symptoms has been reduced in our health centers, front desk staff are not screening for COVID symptoms; however, COVID-19 is not entirely gone. Community Health Care will continue following the guidance of the CDC and Tacoma Pierce County Health Department in treating this virus. The staff is currently developing protocols for immunizing children to prepare for when they are eligible for vaccinations.

As we look to 2022, we are pleased about the pandemic waning and clinics being able to resume more normal operations. Also, we are planning grand opening celebrations for all the new programs we started in 2020. As the pandemic eases, we can start having events in person again! The first will be Lunch & Laughter which will be followed this summer with SummerFest in Lakewood, the Hilltop Street Fair, and PrideFest in downtown Tacoma.

We hope to see you in 2022 at our community events. Until then, get vaccinated and boosted!

Sincerely,



Marco Viniegra, Board Chair



David Flentge, President & CEO

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## GOALS FOR 2022 - LOOKING AHEAD

**Community Health Care** is always looking for ways to expand our reach, ensuring that all citizens of Pierce County have access to the highest quality health care.

In 2022, we start the **build out of our newest clinic space** in downtown Puyallup! More on that later...

We are also working with the Bethel School District to **open another school-based clinic**. This one will be at Spanaway Middle School.

If the pandemic allows, we are planning **grand opening ceremonies** for the two clinic spaces we opened during the time of COVID, at Bethel Middle School and Key Medical Center.

**Increased Patient Education & Testing:** Expanding patient education and testing on chronic disease, nutrition, cancer and behavioral health.



From Key Peninsula to Spanaway, those on Medicare and Apple Health (Medicaid); from expectant mothers to teens needing behavioral health support; from adults in need of a dental checkup to children in the foster or adoption systems, Community Health Care is here to help. No one is denied care due to inability to pay.

**But we can't do it without you.**

COVID-19 is a once in a generation occurrence. We have been here, all along, to serve our patients but it has not been easy. Please help. From a one-time gift to a pledge to give, every little bit helps.

**Go to: [www.commhealth.org/give](http://www.commhealth.org/give)**

## FACTS AND FIGURES

- 46,337 patients
- 163,529 patient visits
- 100% increase of patients since 1998
- 133,702 prescriptions filled
- 461 babies delivered in 2021
- 7,271 patients (15.6% of patients) were served in a language other than English
- 9,487 Behavioral Health sessions served via both in-clinic and virtual visits
- Total of 41,160 telehealth visits across all our services
- Performed 5,657 tests for COVID-19
- Administered 5,223 seasonal flu vaccines
- Administered 7,900 COVID-19 immunizations
- Facilitated 1,967 mammograms
- Opened Key Medical on Key Peninsula
- Implemented mobile medical service catering to the homeless population



## FOCUS ON WOMEN'S HEALTH

By Tara Cardinal, ARNP

Why is women's health so essential? We all know women, mothers, childbearing people and primary caregivers do the majority of the work of raising and caring for families and communities, much of it unpaid, but we often don't think of how they neglect their own care and put themselves last. This degree of selflessness in a culture that does not appropriately value them negatively impacts everyone from the micro level of the family to the macro level of society at large. We are learning more and more about how lifelong health and wellbeing begins well before birth and the investments we make in pregnancy and even before make an exponential difference - with the rate of return making a steep decrease beyond early childhood. Community Health Care's ability to offer high quality specialty services to these caregivers who care for everyone else makes a difference that impacts not just their lives but all those they care for.

Community Health Care's Women's Health Clinic (WHC) team offers the highest level of care available. Our OB/Gyn providers have advanced training, experience and skill in obstetrics and gynecology and are able to provide

care for conditions such as high risk pregnancies, offer tubal ligations or gynecologic surgeries. Our multidisciplinary collaborative team includes our very essential support staff of patient service representatives and medical assistants, nursing, integrated Maternity Support Services, a nurse midwife (myself) and two obstetrician gynecologists. We also work to weave a tight-knit health and safety net by coordinating care with Family Practice and Primary Care Providers at Community Health Care, with Maternal Fetal Medicine and other community specialists.

Pierce County has significantly higher maternal and neonatal morbidity and mortality than average in Washington State. Community Health Care serves those with some of the highest risk factors in our county and state. In our ability to support a mother through managing their high risk pregnancies with diabetes or hypertension for example, keeping these conditions in good control, we are able to optimize outcomes for them and their families in pregnancy, birth and beyond. We do this not only through offering intensive specialty care, but also through creating a supportive and nurturing environment where I see us strive to dissolve shame and make care decisions and empower them in their lives. I believe these efforts and subsequent positive outcomes can serve as protective factors that enhance our patients' inherent resilience and resourcefulness while buffering the intersectional negative effects of racism, poverty, adverse childhood experiences, violence, trauma and multiple layers of oppression that impact the next generation beginning at conception.

Our integrated Maternity Support Services is critical in reinforcing and elevating high quality and coordinated

Continued on page 5



Pictured: Tara Cardinal, ARNP





From page 4

care for our pregnant patients. Maternity Support Services provides outstanding services to the most under-served women, their unborn children, and families of our state. They ensure the optimal “first start” possible. It is an “enhanced” part of our state’s First Steps program which “helps low-income pregnant individuals get the health and social services they may need.” Maternity Support Services (MSS) are preventative health and education services to help an individual have a healthy pregnancy and a healthy baby” and everyone with Apple Health (Medicaid) coverage is eligible throughout pregnancy until 60 days postpartum. After that time, another First Steps program, Infant Case Management (ICM) can help the highest risk families “learn about, and how to use, needed medical, social, educational and other resources in the community so the baby and family can thrive.”

Maternity Support Services and Infant Case Management are outlined within Washington Administrative Code Chapter 182-533. Our team at Community Health Care includes nurses, behavioral health specialists, a dietitian and community health workers who serve patients and collaborate with our multidisciplinary maternity care teams. Community Health Care is unique in that our MSS and ICM are integrated and embedded within the organization and our maternity care system fostering seamless care. This integration facilitates MSS’s goal of care coordination activities between MSS and prenatal care providers to a breadth and depth that would not be possible if we were providing fragmented care as separate entities.

In addition to our pregnancy services, the Women’s Health Clinic provides comprehensive sexual and reproductive health care across the lifespan. So if someone is seeking contraceptive care to optimally time their next pregnancy as they grow their family, or looking for routine preventative wellness care, evaluation and management of complex gynecologic conditions that may even require surgery, we are here to provide the highest quality care we possibly can.

I have been in practice as a certified nurse midwife since 2012 and have served in a variety of capacities including direct care and training and education in the realm of sexual and reproductive health. My experiences coming from or having been raised within many of the communities we get to serve at Community Health Care have informed my lifelong commitment to work to eliminate social determinants of health inequity. I have had opportunities to do this through providing direct care, offering support and allyship and by working to unravel the structural roots of inequities at the policy and legislative level. The most rewarding part of this path is seeing the critical impact that caring for women, mothers and primary caregivers

have on their wellbeing as well as that of their families and communities. One particular mother stands out:

We started caring for her later into her pregnancy as she struggled to get care due to her substance use disorder, instability in her life with housing, relationships, work and emotionally working to heal from multiple traumas, loss and obstacles. She came with a significant burden of shame due to her circumstances that further hindered her care seeking. She deeply cared for her baby though and very much wanted to heal for herself and in order to be able to break the cycle, giving her child the opportunities she was not given. She worked hard in her recovery and was engaged in her pregnancy care and after we said our postpartum goodbyes, I didn’t see her for a few years until one day on my way into the clinic I was stopped by a beaming and joyful woman, thrilled to see me. It was her! She shared that she was in full recovery, working, going to school and that her child was doing exceptionally well. She expressed her gratitude for being able to receive the level of care we gave her, honoring her as an expert in the context of her life and believing in her when others didn’t believe in her. Stories such as hers is validation that our caring partnership with those we serve, our seeing their potential and possibility and reflecting it back to them does more than promote health, but it nurtures their healing and wellbeing in the present and beyond.





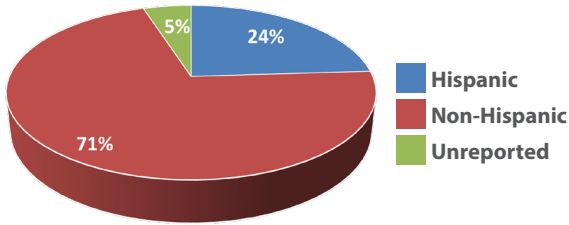
## WHAT SERVICES DO WE OFFER?

- **Medical Care:**  
Family Medical Care  
Women's Healthcare  
Maternity & Prenatal Care  
Pediatrics
- **Pharmacy:**  
Anticoagulation Clinic  
Smoking Cessation
- **Prompt Care:**  
No appointment needed
- **Dental Care:**  
Family Dental Care  
Access to Baby and Child Dentistry  
Restorative and Preventative Care
- **Behavioral Health:**  
Medicated Assisted Treatment  
Counseling  
Opioid Treatment
- **Outreach:**  
Insurance Enrollment Assistance  
Referral to Specialty Care  
Referral to Community Partners for Non-Medical needs
- **Foster & Adoption Clinic:**  
Specialized care for children in the Foster/Adoption system

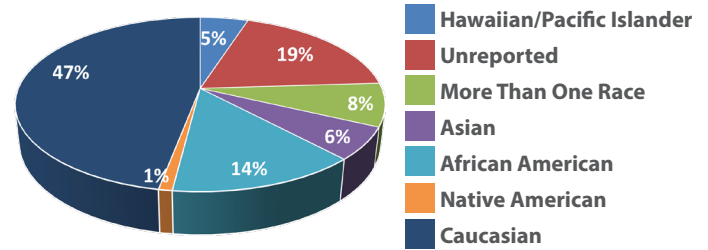


# 2021 PATIENT DEMOGRAPHICS

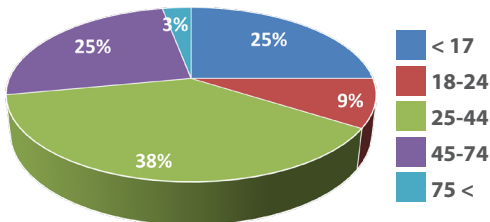
## Patients by Ethnicity



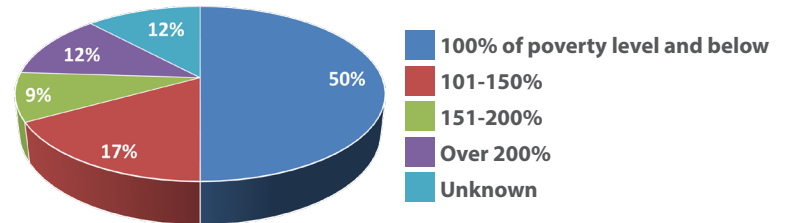
## Patients by Race



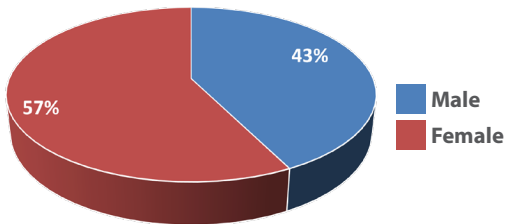
## Patients by Age



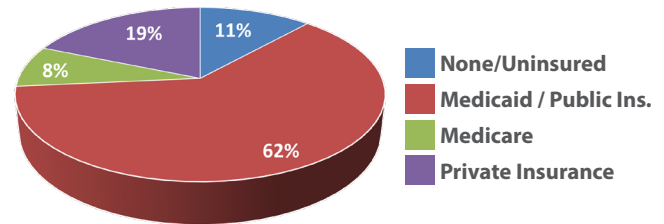
## Patients by Income



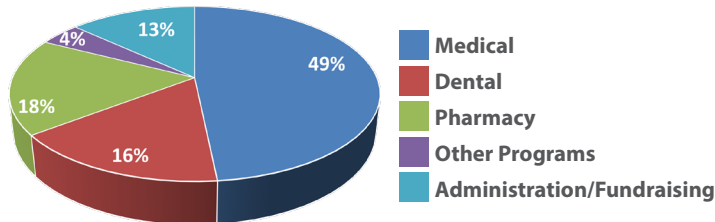
## Patients by Gender



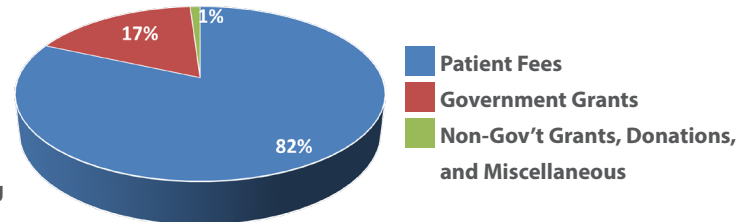
## Patients by Insurance



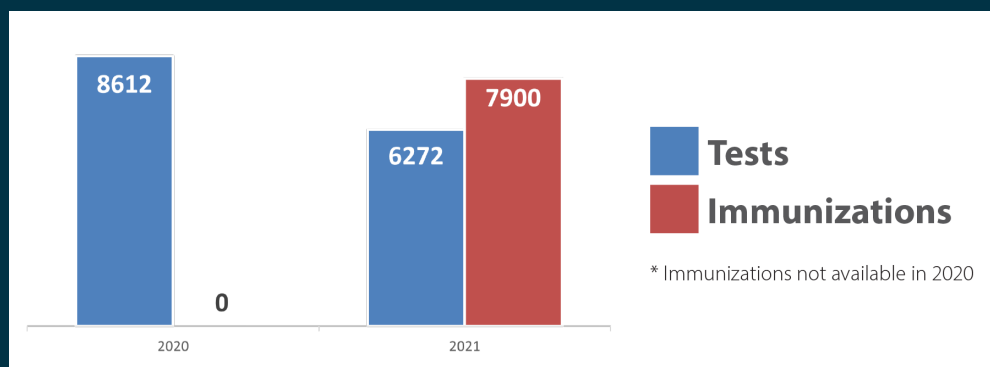
## Operating Expenses by Program



## Operating Revenue by Source



# COVID-19 Tests and Immunizations





## FAMILY MEDICINE RESIDENCY

Community Health Care's family physician residency program, which launched in 2014, is affiliated with the University of Washington Family Medicine Residency Network. We are dually accredited for osteopathic (DO) and allopathic (MD) residents. The program accepts six residents each year, for a total of 18 residents for the three-year program. Inaugural class members graduated in June 2017 and all successfully passed their board exams on the first try. They accepted jobs at a variety of local, state and national organizations – including Community Health Care. The program focuses on provider retention within Tacoma and Pierce County. Our fifth class of six residents graduated from the program in June of 2020. Our family medicine residency emphasizes training family physicians in the full-spectrum care of a varied urban patient population – including outpatient, inpatient, and obstetric care. An innovative program, we are currently part of an inter-disciplinary residency training program that also includes dental, nurse practitioner, and pharmacy residents.

## NURSE PRACTITIONER RESIDENCY

Community Health Care's Family Advanced Registered Nurse Practitioner (ARNP) residency is one of the first of its kind in the nation. The program launched in Fall 2012 with the addition of two ARNP residents. This is a 1-year training program. This intensive program's goal is to train and retain highly effective, competent, and autonomous outpatient primary care nurse practitioners in the federally qualified health center (FQHC) setting.

## DENTAL RESIDENCY

Community Health Care's dental residency launched in July 2013 with the addition of two residents sponsored by New York University Medical Center's (NYUMC) AEGD program. Community Health Care's dental department has affiliated with NYUMC in the establishment of a dental residency program. NYUMC's goal is to ensure access and equity in oral health care for all under-served communities. Residents will conduct roughly 1,500 patient procedures during the training year.

## PHARMACY RESIDENCY

The purpose of the Post Graduate Year One (PGY1) pharmacy residency program is to uphold the mission of Community Health Care in providing the highest level of healthcare with compassionate and accessible service to all. The program will integrate residents into the surrounding community allowing them to identify with under-served and low-income families and deliver comprehensive services to a greater number of eligible patients. \*Due to COVID-19, we did not have pharmacy residents in 2021.



(left to right)

## YEAR 1

- David Greco, MD
- Henry Marshall, MD
- James Pecsok, MD
- Jessica Skelton, DO
- Karl Reichen, DO, MA
- Sonya Chen, MD

## YEAR 1



## YEAR 2

- Ariahna Nietzke, DO
- Charlee Abboud, DO
- Joshua Monson, MD
- Marc Hartung, DO
- Marina Leith, DO
- Tor Anderson, DO



## YEAR 3

- Alireza Hadi, DO
- Cliff Moeckelmann, MD
- Charles Nguyen, DO
- Logan Brau, DO
- Sanjana Rao, MD
- Teresa Downs, MD

## YEAR 2



## NURSE PRACTITIONER

- Joyce Quitugua, DNP, ARNP, FNP-C, CCRN
- Jarylin Reese, DNP, ARNP, FNP-C



## YEAR 3



## DENTAL

- Joelle Moussi, DDS
- Christine Yeh, DDS





## COMING SOON TO PUYALLUP!

Community Health Care is growing! Last year, Community Health Care expanded to the west, opening a new site on Key Peninsula. We are now expanding to the east, having purchased two buildings for a new clinic in downtown Puyallup opening in 2024.

The approximate size of the new site is similar to that of our Lakewood location. The main building, at 201 West Main Avenue, will contain the clinical services to be offered at the Puyallup site. Those services will be the same as most of our other clinics: medical, dental, behavioral health, maternity support services, pediatrics, and insurance enrollment assistance; however, there are a few additions. Our Foster and Adoption Clinic currently operating out of the Hilltop Regional Healthcare Center will have a second office at the new clinic. Community Health Care is also partnering with Comprehensive Life Resources (CLR) to offer more extensive behavioral health services. We have also purchased the adjacent parking garage which, in addition to three floors of parking, contains space to house a full-service pharmacy and a community room.



The Puyallup Healthcare Center will serve approximately 8,000 dental patients, 14,000 medical, and 600 behavioral health (some of those patients will avail themselves of all 3 services and more). The plan provides for 35 medical exam rooms and 12 dental chairs. As in all our clinics, we are committed to providing the highest quality healthcare with compassionate and accessible service for all. No one is ever turned away for inability to pay.

The build out begins later this year with a prospective opening in early 2024. We are excited at the prospect of offering full-service healthcare to eastern Pierce County.





## WE NEVER STOP IMPROVING AND EXPANDING SERVICES

Nothing in this world stays static and that includes Community Health Care.

Here is an update on what is new and changing:

- Lakewood Healthcare Center - Improved and updated sterilization facilities
- Key Medical Center - Pharmacy services and new exam rooms
- Parkland Medical Center - New flooring
- Spanaway Healthcare Center - New roof

To expand our Behavioral Health Services, Community Health Care has opened a small clinic within the **Comprehensive Life Resources** (CLR) building on Tacoma Avenue in Tacoma. Services are available to clients of CLR. Sound physical health goes hand in hand with good mental health. Having medical services available to CLR clients brings a more well-rounded approach to total wellness. Integrated Behavioral Health is an evidence based strategy to improve overall health.



Pictured: Erica Richardson and Vicki Loska outside the pharmacy construction area at Key Medical Center



## IS IT SAFE TO COME OUT YET?

The pandemic is receding at last! Not to say that COVID-19 is fully gone, it isn't, but enough of our population has either had it or has been vaccinated. On March 12th the indoor mask mandate was lifted! Our clinical staff and our patients still need to wear masks when at our clinics, but you know what no more mask mandate means, don't you? In-person events!

2022 will see our first in-person **Lunch and Laughter** fund raising event in 2 years! Invitations to other events have been streaming in: **SummerFest** in Lakewood, **PrideFest** in downtown Tacoma, **Key Peninsula Logging Show and Festival** on Key Peninsula, **Hilltop Street Fair**, and Back-to-School bashes! Community Health Care has always enjoyed being a part of community festivals. We love meeting our patients and introducing ourselves to those that might not be familiar with what we do. As you attend some of these events, look for our teal and white tent, stop by and say hello!

Pictured: Tawni Weems, MA, Nicole Hernandez, MA, Cathy Hall, Luce Hall



## TOGETHER, WE WORK STRONGER AND BETTER

Community Health Care has joined in partnership with Comprehensive Life Resources (CLR), a private, nonprofit behavioral health agency, providing both behavioral health services along with community support services. Last year, CLR received a grant to develop an integrated care model, treating behavioral and physical health together rather than separately. CLR approached Community Health Care to inquire if we were interested in acting as the medical and dental provider as a part of their whole-person approach.

CLR is currently located in the former Pierce County Job Services building at 13th St. and Tacoma Avenue (a temporary location as they look for a permanent home). Community Health Care is occupying a suite of rooms on the first floor, equipped as a stand-alone clinic offering both medical and dental services. Having medical and dental on-site works to improve on continuity of care and a “warm hand off” between services when needed. According to the National Institute of Health, behavioral health conditions are common and are the leading cause of disability worldwide. In the United States, over 25% of the population is affected by one or more of these conditions at any one time. Primary care settings are the locale where up to 70% of patients are diagnosed and treated for the most prevalent behavioral health conditions including anxiety, mood, and substance abuse disorders so it makes sense that treatment for both medical and mental health concerns be combined in a common location.

When our new Puyallup clinic opens in early 2024,



Comprehensive Life Resources will have space. They will provide more in-depth behavioral health care for our patients that need it. In the meantime, our other clinics can make referrals to CLR secure in the knowledge that the patients' medical and dental needs will continue to be met.

Collaborative Care Models (CCMs) are proven to be more effective than usual care for improving depression symptoms, treatment adherence, recovery from symptoms, quality of life, and satisfaction with care. At Community Health Care, our healthcare teams have always worked together to provide whole-person care using CCM. Partnering with CLR deepens our commitment to providing integrated care for all.

For more details, see: [Mental Health Collaborative Care and Its Role in Primary Care Settings](#) - (nih.gov)





## COMMUNITY HEALTH CARE NOW HAS TWO NAMED ENDOWMENT FUNDS



An endowment gift to Community Health Care today provides a brighter picture for our future and improving health care in Pierce county. Endowment donations are invested. A portion of the annual income from the investment is used to support the purpose of each endowed fund.

The Kimi & George Tanbara, MD Endowment Fund for Patient Care was established in 2018. This fund honors their extraordinary concern for our community, and their willingness to support health care for the less fortunate members of our society.

The Doug Swanberg Endowment Fund was created after the passing of Doug Swanberg in 2021. Doug served on the board of Community Health Care for 25 years. Doug demonstrated living a life in service to others and his compassion for our community is truly inspiring. This fund celebrates his legacy and continues our commitment to providing the highest quality healthcare for all.

An endowed fund begins at \$25,000 which can be established through gifts over a period of time or through an estate gift. A fund in honor or in memory of a community member or loved one can be designated to offset the cost of patient care or to support a specific project or program and ensures that these funds will continue in perpetuity.



### THANKS TO THE ENDOWMENT DONORS\*

#### KEYSTONE \$100,000 - \$399,000

Anonymous

#### GUARDIAN \$50,000 - \$90,999

Dorothy Swanberg<sup>^</sup>

#### CORNERSTONE \$25,000 - \$49,999

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Lauren Walker-Lee & Sidney Lee  
Robert & Michie Yamashita

\* Total gifts to all endowed funds

<sup>^</sup> Donors to Swanberg Endowed Fund

+Deceased

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# IN MEMORIAM



Community Health Care remembers **Doug Swanberg**, a long-time board member and enthusiastic supporter of Community Health Care's mission to bring the highest quality, accessible healthcare to all in Pierce County. Doug's family has established a new, named endowment fund in his honor, to help in carrying on his legacy which will continue to support the patients of Community Health Care.

Asked to sum up his thoughts on Doug and his life, our CEO David Flentge said this, "Doug cared deeply about his family and community and spent a lifetime trying to improve the lives of those in need through his involvement in many nonprofit organizations. For us, we enjoyed 25 years of his leadership on our board."

DON'T FORGET NEXT YEAR'S LUNCH & LAUGHTER EVENT:  
[WWW.COMMHEALTH.ORG/LUNCH](http://WWW.COMMHEALTH.ORG/LUNCH)

Doug Swanberg (4th from right) and Community Health Care staff at Relay for Life event



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