

COMMUNITY HEALTH *Care*

MEDICAL • DENTAL • PHARMACY



New Puyallup location opening early 2024

ANNUAL REPORT

2022

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MESSAGE FROM THE PRESIDENT & CHAIR

Community Health Care has continued to move beyond the effects of the pandemic, thanks to the efforts of our outstanding staff. We are very proud of the ways they have taken care of each other and our patients. As we were taught by one of our founders, Dr. George Tanbara, "Put the patient first." They do that every day.

In 2022, we continued our efforts to expand access to care and improve the patient experience. Some clinics received overdue improvements and we purchased a building that will become the Puyallup Health Center. This year we will open a new School-Based Health Center in the Graham-Kapowsin High School. Also, Comprehensive Life Resources is building a new space for their services. Our clinic in their temporary space will move with them. In early 2024 the new Puyallup Health Center will open (including a space for the CLR team), as well as another School-Based Health Center located in Spanaway Middle School.

The aftermath of the pandemic, which really isn't over, will continue to challenge us in 2023. Currently the biggest challenge is finding staff. We are very appreciative of the staff who have stayed with us in addition to those who have recently joined our team. Their dedication to our patients, their teammates, and Community Health Care gives all of us hope as we enter 2023. Community Health Care will remain a place of healing and compassion for those in Pierce County, who lack access to care, because of our staff.

On behalf of the Board and Management Team, we thank the staff for their hard work and commitment.



Marco Viniegra, Board Chair



David Flentge, President & CEO

GOALS FOR 2023 - 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 2023, we start the **build out of our newest health center space** in downtown Puyallup!

We are also working with the Bethel School District to **open another school-based clinic** in the fall. We will be at Graham-Kapowsin High School.

We are excited that our **pharmacy at Key Medical Center**, providing our Key Peninsula patients with low-cost prescriptions, will open very soon.

Community Health Care is expanding our health fairs to several school districts in Pierce County, providing **sports physicals, vaccines, and dental screenings** at no cost to the students.

COMMUNITY
HEALTH
Care

MEDICAL • DENTAL • PHARMACY

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

Pictured: Stephanie Killpatrick, Clinic Manager; Teresa Foster, Patient Service Representative; and Kim Pulliam, RN at the School-Based Health Center at Bethel Middle School



FACTS AND FIGURES

- ➡ **46,922** patients
- ➡ **163,827** patient visits
- ➡ **100%** increase of patients since 1998
- ➡ **133,888** prescriptions filled
- ➡ **528** babies delivered in 2022
- ➡ **8,259** patients (17.6% of patients) were served in a language other than English
- ➡ **9,065** Behavioral Health sessions served via both in-clinic and virtual visits
- ➡ Total of **22,241** telehealth visits across all our services
- ➡ Performed **896** tests for COVID-19
- ➡ Administered **5,663** seasonal flu vaccines
- ➡ Administered **2,416** COVID-19 immunizations
- ➡ Facilitated **1,982** mammograms

UNSUNG HEROES: COMMUNITY HEALTH WORKERS

By Cathy Hall

There is a Community Health Care patient who experiences acute agoraphobia, panic disorder, PTSD, and a variety of medical challenges. Her long-term relationship recently ended due to chronic abuse. She had not left her home in almost four years. In the past, mental health professionals visited her at her home but the pandemic put a stop to that. Community Health Care's mission is to provide the highest quality healthcare to everyone but how do we help someone that is unable to leave their house?

Enter Community Health Workers (CHW's).

Community Health Care's team of Community Health Workers, led by Patricia Dill – Team Manager - works with these people to improve their lives, and help them address their challenges. The American Public Health Association defines a CHW as "a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served." CHW's serve as an intermediary between their community and health/social services to improve access, quality, and cultural competency of service delivery. They are the patients' first line of support, advocating for care and sometimes providing informal counselling. CHW's see the whole patient, not just their clinical issues.



Marquisela Ayala, Maria Alvarado, and Emerita Espinoza
Members of our CHW/Insurance Navigator Team

Staff member giving a COVID vaccine to a Community Health Care patient



Community Health Care currently has six CHW's, their roles differing in focus, depending on the grant requirements, and funding sources. For example:

- One CHW position is funded to only help clients with food assistance and housing and rental assistance. These are referred by DOH (Department of Health)/ Elevate Health.
- Another CHW position is funded to assist patients who have a specific Chronic condition (such as: congestive heart failure) for potentially preventable hospitalizations.

The main social determinants of health are: economic stability, access to education, access to health care, neighborhood environment, and social/family support systems. Our CHW's help patients, and sometimes those who are not patients, remove the barriers that prevent them from seeking the help they need. Part of the CHW team includes those that work using a model of care coordination adopted internally at Community Health Care. It is a program to assist patients with one or more social determinant of health. For example: a patient is struggling to feed their family. This barrier equates with the economic stability determinant of health. The CHW will work with

local food banks or other community resources.

According to health.gov: "Lack of health insurance coverage may negatively affect health. Uninsured adults are less likely to receive preventive services for chronic conditions such as diabetes, cancer, and cardiovascular disease. Similarly, children without health insurance coverage are less likely to receive appropriate treatment for conditions like asthma or critical preventive services such as dental care, immunizations, and well-child visits that track developmental milestones." Community Health Care fields a team of insurance navigators assisting with health insurance, such as: Medicare, or Apple Health, removing yet another barrier to care.

The newest additions to Community Health Care's team of CHW's will be working with Marjorie Page – Assistant Director of Behavioral Health - and our Behavioral Health Team. Community Health Care received a grant designated for K-12 mental health needs. Our two new CHW's will be working with children through the pediatricians at our Lakewood and Eastside health centers that have identified mental health needs. They will achieve this through education and connection to internal and community resources.

So, what happened to the patient mentioned at the beginning of this story?

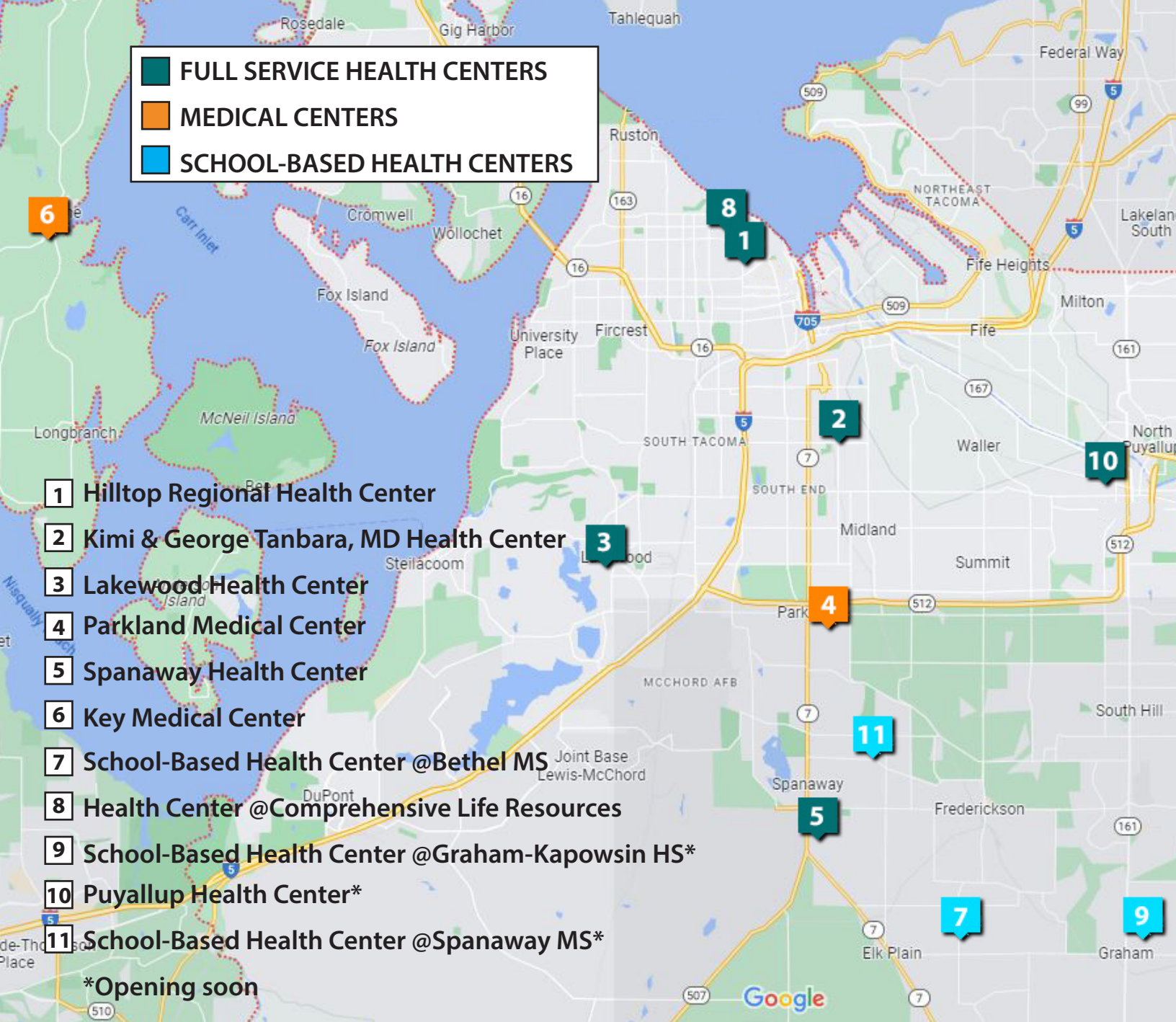
Our community health worker worked to establish a relationship. The patient was very anxious about working with someone new. They agreed to meet once a week for a while so that the CHW could build trust and help the patient gain confidence. Due to the pandemic, the patient had not been able to receive the counseling she needed so the CHW set her up with virtual counseling. Later that year, the counselor visited the patient in her home. The CHW continued to work with the patient, getting medications on track. The patient's anxiety lessened to the point

where the CHW could visit every two weeks instead of every week. With time, they established a connection to a case worker at Pierce County Area on Aging. The patient now qualifies for 140 hours a month of home care.

In the words of the CHW: "We started going outside in the yard, and then she was able to go around the block with her caregiver on a regular basis. Her health has improved as she has been able to reduce her smoking and is now wanting smoking cessation medication to try to quit all together. With the counseling in place and the client able to have her medications on a regular schedule, she is now able to leave her home and drive herself to the doctor appointments with her caregiver and is extremely proud of herself for all she has been able to accomplish in the last 1 ½ years. She is now back to going to AA meetings and has remained sober for the last 2 years."

The above story is just one example of how Community Health Workers help members of our community overcome barriers to care and fulfill Community Health Care's mission: to provide the highest quality health care with compassionate and accessible service for all.



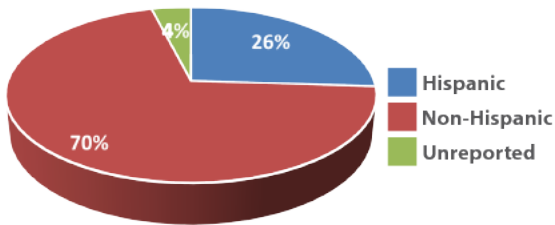


WHAT SERVICES DO WE OFFER?

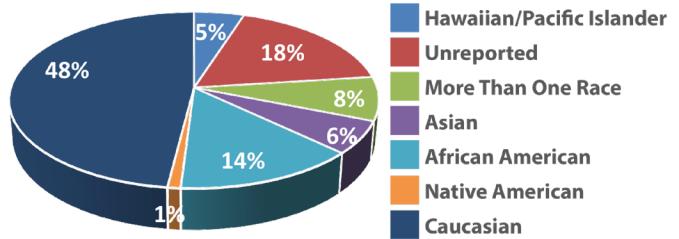
- **Medical Care:**
 - Family Medical Care
 - Women's Healthcare
 - Maternity & Prenatal Care
 - Pediatrics
- **Pharmacy:**
 - Anticoagulation Clinic
 - Smoking Cessation
- **Prompt Care:**
 - No appointment needed
- **Dental Care:**
 - Family Dental Care
 - Access to Baby and Child Dentistry
 - Restorative 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
 - Trauma Informed Care

2022 PATIENT DEMOGRAPHICS

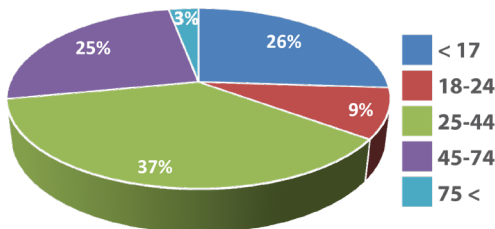
Patients by Ethnicity



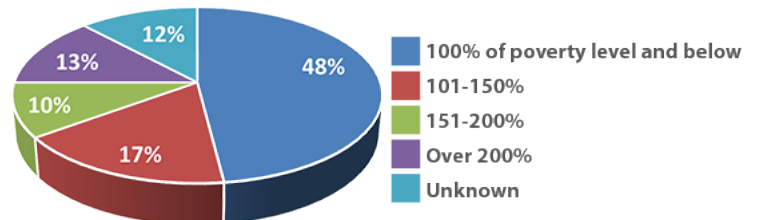
Patients by Race



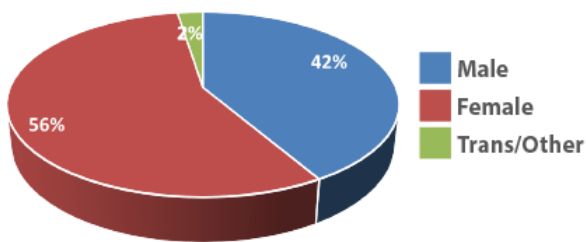
Patients by Age



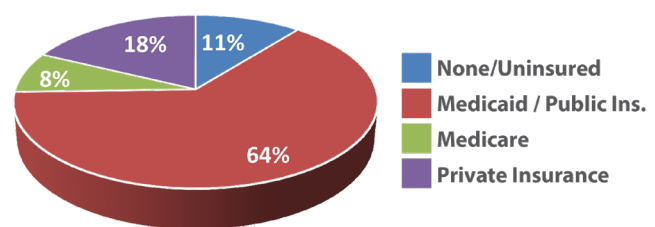
Patients by Income



Patients by Gender



Patients by Insurance



Operating Expenses by Program

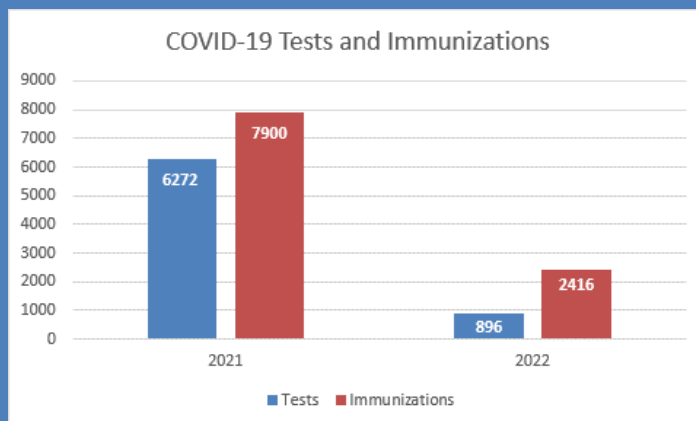
Medical - \$35,131,713
Dental - \$13,044,378
Pharmacy - \$12,146,123
Other Programs - \$2,996,319
Administration/Fundraising - \$11,191,914

Operating Revenue by Source

Patient Fees - \$75,421,184
Government Grants - \$10,600,510
Non-Gov't Grants, Donations, and Miscellaneous - \$779,698

Data from fiscal year audit June 1, 2021 through May 31, 2022

COVID-19 Tests and Immunizations



With the waning of the pandemic, both COVID-19 testing and immunizations have decreased. However, we are still offering vaccinations and suggest that everyone follow the CDC guidelines of receiving a vaccination and an updated booster shot.



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 accepted six residents each year, for a total of 18 residents for the three-year program. 2023 was the first year we accepted 8 new residents. We will eventually have 24 residents in total. 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 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

The dental residency at Community Health Care launched in July 2013 with the addition of two residents. Community Health Care partners with the New York University Medical Center's (NYUMC) AEGD 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. *We did not have pharmacy residents in 2022 but will be adding 2 residents this coming year.

(left to right)

YEAR 1

- Andrea Westling, DO
- Breanna Zahnder, MD
- Eloy Albin, MD
- Kathryn Annand, MD
- Laura Whitehill, MD
- Nicole Delos Santos, MD
- Naomi Epstein, MD
- Sylvia Schad, DO

YEAR 1



YEAR 2

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

YEAR 2



YEAR 3

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



NURSE PRACTITIONER

- Venice Riggins, MSN, ARNP, FNP-C
- Marcus Sheppard, MSN, ARNP, FNP-C

DENTAL

- Joseph Chen, DDS MS
- Kathleen Lu, DDS



YEAR 3



PARTNERSHIP WITH CLR

Community Health Care is in partnership with Comprehensive Life Resources (CLR). Currently, Community Health Care has a small clinic inside CLR's existing facility location at the corner of 13th and Tacoma Avenue. With so many of Multicare's employees working virtual full time, their building on Fawcett came available. CLR has secured that building and plans to move their operations in the summer of 2023 along with the Community Health Care clinic in their current location.

According to the Center for Disease Control (CDC): Mental and physical health are equally important components

of overall health. For example, depression increases the risk for many types of physical health problems, particularly long-lasting conditions like diabetes, heart disease, and stroke. Similarly, the presence of chronic conditions can increase the risk for mental illness.

This partnership is important for our patients. Community Health Care has a team of experienced Behavioral Health Counselors that can now refer patients requiring more indepth care to CLR. Our clinic space in the new building will be larger and feel more permanent than the current space. Community Health Care is all about treating the whole patient and this clinic goes a long way towards achieving that goal.



CLR's new building at
737 Fawcett

Picture courtesy of
The Tacoma News Tribune

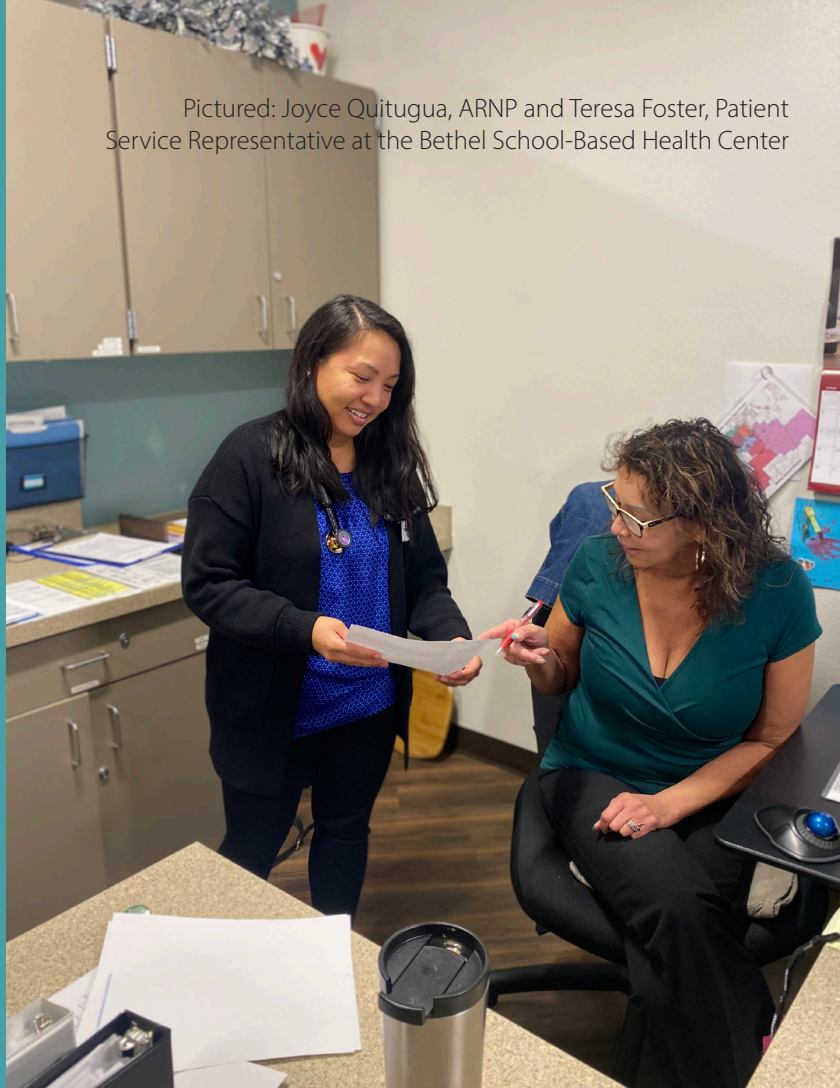
UPDATE: SBHC

Collaborating with the Bethel School District, our school-based health center (SBHC) provides safe, culturally compassionate, and thorough care to students where they already spend much of their time—at school. Community Health Care provides high-quality medical, dental, and behavioral health to children and staff.

School-based health centers are particularly effective in delivering care to children who may not seek or be able to access care elsewhere and eliminates the need for parents or guardians to take time out of work to take their children to appointments. The most recent WA Smile Survey states, “Children with poor oral health status were nearly 3 times more likely to miss school because of dental pain than their counterparts. In fact, cavities are the number one chronic condition of childhood.”

Community Health Care’s School Based Health Clinic is reaching new goals and helping more children every year by expanding to two new schools in the near future, Graham-Kapowsin High School, and Spanaway Middle School. We appreciate our donors for helping our community in the fight for health and wellness.

Pictured: Joyce Quitugua, ARNP and Teresa Foster, Patient Service Representative at the Bethel School-Based Health Center



PROGRESS IN PUYALLUP

Construction has begun! Community Health Care purchased the former DSHS building and adjacent parking garage located next to the train station in Puyallup. The plan is to convert this building into a state of the art health center, a service badly needed in downtown Puyallup.

In addition to medical, dental, and behavioral health, this health center will offer a community room, like we have at our Eastside and Hilltop clinics, it will have space for community outreach workers and insurance navigators. There will also be a pharmacy, offering low-cost medications to our patients.

Community Health Care has opened up opportunities to minority and women owned businesses. The new health center will bring 70 full-time jobs to downtown. With medical care for more than 14,000 patients and dental care for more than 8,000 patients, this new clinic will bring a lot of potential business to the downtown area.

Opening is planned for early 2024 and we can't wait!

WE ARE BACK AND OUT IN THE COMMUNITY!



The team representing at Tacoma Pride

It is so nice to be back out there! After two years of pandemic sheltering in place, Community Health Care is finally back out in the community at events. In 2021, we slowly ventured out as restrictions were lifted but during 2022, things got back up to speed. It was so great seeing other vendors after our hiatus. We see the same folks at a lot of events so every event is like a family reunion.

Events are an integral part of Community Health Care's outreach. We meet and greet our neighbors, spreading the word about what we do. At most functions, we hand out literature, branded toys and gifts, or personal hygiene items like toothbrushes and floss. We staff our booths with members of both the Marketing and CHW/Insurance Navigator teams. We make ourselves available to answer questions and when we have insurance navigators with us, we assist people in checking eligibility for Apple Health and registering them. Depending on the event, we might also

Lourdes Toves-Wenzel and Kris Kumm at the Hilltop Healthy Kids and Family Carnival



borrow staff from the clinics to provide services like blood pressure checks or height-weight checks.

Some of the events are healthcare-centric, like the Hilltop Healthy Kids and Family Carnival, which takes place every February, but most events are community based, like Mosaic, which takes place on two days in July in Wright Park. We participate in events like Lakewood's SummerFest, Tacoma Pride, and Bethel ABC Day. All of those are big events, attracting hundreds and even thousands of people. We also attend smaller events, with a narrower focus.

Our friends at Community Health Plan of Washington are planning a baby shower for expectant and new mothers.



All geared up and ready for the Hilltop Street Fair outside our Hilltop Regional Health Center

On the Road with Partner Café organizes several events during the year, inviting vendors that provide services such as healthcare, housing, help finding employment, and food security. Project Homeless Connect – run by Associated Ministries – does the same, organizing vendors providing a wide variety of services. Community Health Care tries to attend them all!

So, if you are out at a large community gathering, look for a white tent and a teal tablecloth. You will find smiling members of the Community Health Care team, ready to greet you. Pick up a pair of branded sunglasses, a squeeze ball, hand sanitizer, or a pen. Take some brochures to show your friends and spread the word. Community Health Care is here to provide full-service healthcare for everyone!

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.

While a donation of any size is encouraged, a named fund is established with a \$25,000 commitment, paid over 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

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Dorothy Swanberg^

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

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AMBASSADOR \$10,000 - \$24,999

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+Total gifts to all endowed funds
^ Donors to Swanberg Endowed Fund
* Deceased

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THANK YOU FOR YOUR SUPPORT OF OUR PATIENTS AND PROJECTS!

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FOUNDERS \$5000+

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Amerigroup
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BENEFACTORS \$1000-\$4999

African Americans Reach and Teach Health Ministry
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THANK YOU FOR YOUR SUPPORT OF OUR PATIENTS AND PROJECTS!

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Ceremonial wallbreaking at the new Puyallup Health Care Center



Insurance navigator, Elvira Chang, and Assistant Director of Behavioral Health, Marjorie Page anchor the Community Health Care booth at last year's Key Peninsula Livable Community event.

EXPANSION OF SCHOOL-BASED HEALTH FAIRS



Dr. Reynolds performs a dental check

Anyone attending last year's Bethel Area festival, ABC Day, might have noticed a giant trailer in the parking lot, emblazoned with the Community Health Care logo. The trailer was there because Community Health Care was there, providing free sports physicals and vaccines for all students 18 and under.

For the past couple of years, Community Health Care has offered health fairs for the students of the Bethel School district as an offshoot of our School-Based Health Center located at Bethel Middle School. The President's Council on Sports, Fitness & Nutrition Science Board states that children who participate in school sports benefit in the following ways: improved mental, emotional, and social health; physical health; educational and career success; and economic and community impact. Most adults who played sports as a child still engage in some sort of physical activity, improving their mobility and brain function in their senior years. In order to participate in school sports, a child is required to have an annual physical. There are many children whose parents cannot afford it. Community Health Care offers this service at no charge during the health fair.

Health Fairs offer so much more than physicals. During the pandemic, many children fell behind in their vaccines. Community Health Care offers the full spectrum of immunizations, including COVID and flu. A full compliment of medical providers, dental providers, and their support staffs show up to examine, immunize, and perform dental checks

on any child who needs them. In addition to clinical staff, insurance companies and other vendors that provide services are invited. In the past, the insurance companies have provided extras such as school supplies, backpacks, bicycles, and bike helmets.

Community Health Care's health fairs in the Bethel School District proved to be so popular that other school districts have reached out to see if they could also benefit from this service. Last year, CHC held a successful health fair in the Franklin Pierce School district. This year, plans are being made to have health fairs in the school districts of Bethel and Franklin Pierce, as well as Puyallup and Key Peninsula. Donating to Community Health Care's Patient Fund is fundamental in making these health fairs happen. Every dollar helps to expand this much needed program.



Check in at Bethel Middle School Health Fair