

## CBHA Welcomes New Medical and Dental Providers

**Isaac King, DDS**, graduated from the University of Washington (UW) and UW School of Dentistry. He recently joined the CBHA dental staff. He enjoys building relationships with patients and giving them the best possible care. In his spare time, he is both an observer and participant in a variety of sports – tennis, basketball and golf.



**Veronica Idrogo, DDS**, began her career in dentistry in Peru where she developed her own practice as a general dentist and orthodontist. She moved to Miami, Florida under the AEGD (Advanced Education in General Dentistry) program and is now a part of the CBHA dental team. She spends time in the outdoors with friends and family when not working.



**Rebecca Locke, DO**, chose osteopathic medicine because “it offers a holistic approach to medicine as well as manipulation procedures. She obtained her medical degree in Erie, PA and completed her residency at St. Marie Corwin Medical Center in Pueblo, CO. She is a family practice physician and also sees obstetric patients. She likes to walk, hike, camp and garden; she plays the flute and piano, and loves to sing and read.



**Sarah Hale, MD**, received her Doctor of Medicine degree from the University of Maryland and completed a Family Medical Residency at the University of Washington. Special skills include medical Spanish and primary care mental health. She also sees obstetrics patients. Hiking, camping, natural history, road bicycling and reading are some of Dr. Hale’s outside interests.



### Othello Family Clinic Pharmacy Gets Face-Lift

The double doors and wall separating the pharmacy from the entry area at the Othello Family Clinic Pharmacy have been removed. “Our goal was to create a larger, more comfortable space for patients waiting to pick up prescriptions,” Tim Seibel, Pharmacy Business Manager, said. “We have been working on ways to speed up the wait times in an effort to design the best patient flow plan.” Seibel also reminded patients that CBHA has a prescription delivery service. “Prescriptions ordered by 5:30 p.m. will be delivered the next business day,” Seibel concluded.

### Need Help Understanding Insurance Plans, Forms and Bills?

Medical language, insurance forms, Medicaid, Medicare, and Medicare Part D Prescription Drug coverage can all be very confusing. Juan Sandoval, Patient Benefits Supervisor and his staff are available to answer patients’ questions. Staff will also help patients determine what prescription drug plan might provide the best coverage. Patient benefits personnel are available at all CBHA clinics. Questions about your medical bills should be directed to CBHA’s Billing Department. Narce Falcon, Billing Supervisor, and her staff will be happy to explain your charges, insurance reimbursement and outstanding balances. Call 488-5256 for assistance.

### Clinic Hours

<b>Othello Family Clinic</b> Monday–Thursday ..... 9 a.m. to 8 p.m. Friday ..... 9 a.m. to 6 p.m. Pharmacy, M–F ..... 9 a.m. to 6 p.m. Appointments: ..... 488-5256	<b>14th Avenue Medical Center</b> Monday–Friday ..... 8 a.m. to 5 p.m. Appointments: ..... 488-6644
<b>Othello Family Dental Clinic</b> Monday–Friday ..... 7 a.m. to 6 p.m. Appointments: ..... 488-5256	<b>Connell Family Dental Clinic</b> Monday–Friday ..... 7:30 a.m. to 5:30 p.m. Appointments: ..... 234-0551
<b>Othello EyeCare</b> Mon, Wed, Thur, Fri ..... 8 a.m. to 5 p.m. Tuesday ..... 10 a.m. to 7 p.m. Appointments: ..... 488-2020	<b>Wahluke Family Clinic</b> Monday–Friday ..... 9 a.m. to 6 p.m. Pharmacy, M–F ..... 10 a.m. to 6 p.m. Appointments: ..... 932-3535
	<b>Wahluke Family Dental Clinic</b> Monday–Friday ..... 8 a.m. to 5 p.m. Appointments: ..... 932-3535

### Joint Commission Accreditation

Joint Commission Accreditation is recognized in the health care industry as an international standard comparable to the Good Housekeeping Seal of Approval. CBHA received this accreditation in March of 2002. Only 18% of all health care facilities in the nation are accredited.

This accreditation is granted only after a strict onsite review and inspection of a health care facility. Cleanliness, patient care policies and practices, adherence to local, state and federal laws and regulations are all taken into account.



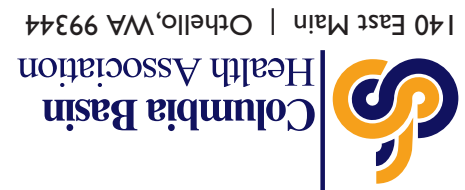
www.cbha.org  
Copias en español de esta publicación están disponibles para quien la solicita al llamar al 488-5256.

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2011 FALL NEWSLETTER

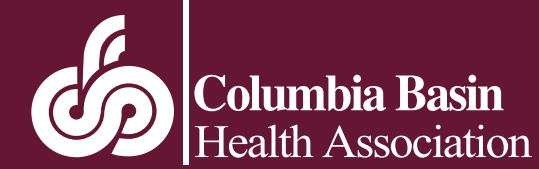


### Our Mission

Columbia Basin Health Association assures equal access to quality health care to all persons regardless of age, sex, color, ethnicity, national origin, or the ability to pay.

### Our Vision

“To be a model of excellence in patient satisfaction in community and migrant health care and a community leader in initiating and developing collaborative relationships.”



Fall 2011



# Hometown Health

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### CBHA Board of Directors

- Everett Cole.....Board Chair
- Kate Brueske.....Vice-Chair
- Maxine Taylor .....Secretary
- Joe Montemayor.....Treasurer
- Maggie Gutierrez
- Dora Beraza
- Enrique Miron
- Mike Garza
- Janelle Andersen
- Martin Gallardo
- Ross Bushong
- Karla Sanchez

## Putting a Face on the Healthcare Crisis

Washington State’s budget cuts have been widely reported in area newspapers. The economic downturn has forced the State Legislature to make dramatic cuts in many areas of health care. The Washington State Basic Health Plan, a health insurance plan for low income individuals and families, had provided a safety net for many years. More than 100,000 people had insurance through the plan when cuts began in 2009. However, that number has been falling rapidly and will decrease to only 37,000 statewide in 2012. Community health centers are scrambling to help the thousands of people that had healthcare under this program just two years ago and now find themselves without access to the medical services they need.

Everardo de la Cruz found himself in this situation not long ago. He lived the first twenty five years of his life not knowing that he had a congenital kidney defect.



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“Keeping Healthy Those who Feed the World”

## Get the Most from Your Medicines

### A Message from Community Health Plan of Washington

When it comes to medications, establishing and sticking to a routine is best. You play a key role in your health when you take your medications exactly as your doctor has prescribed.

Talk to your doctor to establish a clear, easy-to-understand dosing schedule. This is particularly important if you take multiple medicines because one drug can affect another, sometimes increasing or decreasing the effects of a drug. Some medications are meant to be taken with food; others are not.

Make a list of everything you take. Be sure to include vitamins, herbal supplements, and any nonprescription medicines you take. Carry a copy of this with you in your wallet or purse. Have your doctor review it during every visit. Ask your doctor if there are foods or medications you should avoid. Grapefruit juice, for example, can interfere with the potency of some medicines. People who have had heart failure or kidney disease should avoid taking ibuprofen (Advil, Motrin) or naproxen (Aleve).

Make a medicine schedule (on a calendar or card, for example) and post it in a place you're bound to see it. Use a box to organize your pills, if you take several. Those handy plastic pillboxes make it a snap for you to dole out pills for the week. Remember to keep one pill in each of its original bottles so you can remember what each pill looks like.



Establish a daily routine and take your medicines at the same time each day. Time it to coincide with another regular activity, such as eating or getting ready for bed. The time of day you take your medicine and whether or not you take it with food can affect how well it works for you.

Watch for drug reactions. Note anything that seems unusual and talk with your doctor about it. Reactions can be mild, such as an upset stomach, or more serious. In either case, your doctor needs to know about it.

Save money on medicines. Talk to your doctor about generic alternatives that can save you money on medicines.

Be sure to understand your medicines. Know what each pill you take is intended to treat. Ask your doctor or pharmacist for details.

## Looking Out for You and Your Health

Bill Morris has recently experienced erratic blood pressure readings. He monitors his blood pressure at home but also goes into the 14th Avenue Medical Center several times a week to have Susan Egbert, LPN, check his blood pressure. There is no charge for this service. If the readings are not within normal ranges, Susan Egbert informs Bill's medical provider who makes a determination about a treatment plan.



## How Do Federal and State Budget Cuts Affect Health Care in Our Communities?

### A Message from Greg Brandenburg, CEO

Anticipating what the future may bring and planning for contingencies is a part of life for all successful organizations. Patient safety, healthcare reform and anticipating how the needs of our patients may change are some of the things that are currently factoring into our thinking at Columbia Basin Health Association.

The Othello Family Clinic, Othello Family Dental Clinic, Wahluke Family Clinic, Wahluke Family Dental Clinic, 14th Avenue Medical Center, Othello EyeCare, Connell Family Dental Clinic, and soon the Connell Family Clinic are all health centers operated by Columbia Basin Health Association. With state funding cuts to Basic Health, FQHC reimbursement, Adult Dental, First Steps and the loss of our State Grant decreasing CBHA revenue by over \$4 million in 2011, the challenges we face are real and serious. The message coming out of Washington D.C. is that the negotiations related to FY2012 and future budgets, coupled with public demands for significant deficit reduction, will have a dramatic impact on many domestic programs, including health centers. If the budget deal that negotiators are currently discussing achieves spending reductions at the lower end of the \$1-4 trillion range over the next ten years it would eliminate all federal funding for the health center program within 3 years. Even if Medicaid is not Block-granted or capped, (which I believe it will be) most experts believe that some reductions in spending will be required. Washington State has already filed a waiver with CMS clamoring for greater state flexibility in the Medicaid program. Some legislators are calling for ending the current health center Prospective Payment System (PPS). Such actions could result in a reduction of Medicaid payments by at least 50%. The impact of these cuts would be devastating to our patients, our staff, our neighbors and our communities. I can assure you that we are committed to doing everything necessary to preserve necessary funding and continue to work toward creating a better CBHA.

As we prepare for the dramatic changes in healthcare services funding 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. We look ahead to increasing our focus on providing safe care to every patient that needs us – when they need us. We will team with new partners and test new business models that will enable us to keep quality high and drive costs down, and we will continue to innovate, educate and share our expertise to improve the live of our communities.

Though the healthcare environment is definitely shifting – and how it may change is not yet clear – a few things are certain: We remain committed to our founding mission to provide access to quality healthcare to all persons regardless of their ability to pay. CBHA 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. And thanks to a committed and accountable staff, strong leadership and sound financial stewardship; we are well positioned to navigate the course ahead.



## Putting a Face on the Healthcare Crisis

...Continued from page 1

Then, in 2002, he started having nosebleeds – bad nose bleeds. It was these nose bleeds that led him to seek medical treatment at the Othello Family Clinic. Blood tests revealed that he was seriously ill and experiencing kidney failure. He was sent to a hospital in Spokane. He has no memory of the weeks that followed. He was placed on a respirator and kidney dialysis began. He slowly began to improve, but has been on kidney dialysis ever since. He developed a serious infection about a year after he was placed on dialysis and he again was sent to Spokane where he received a metallic heart valve.

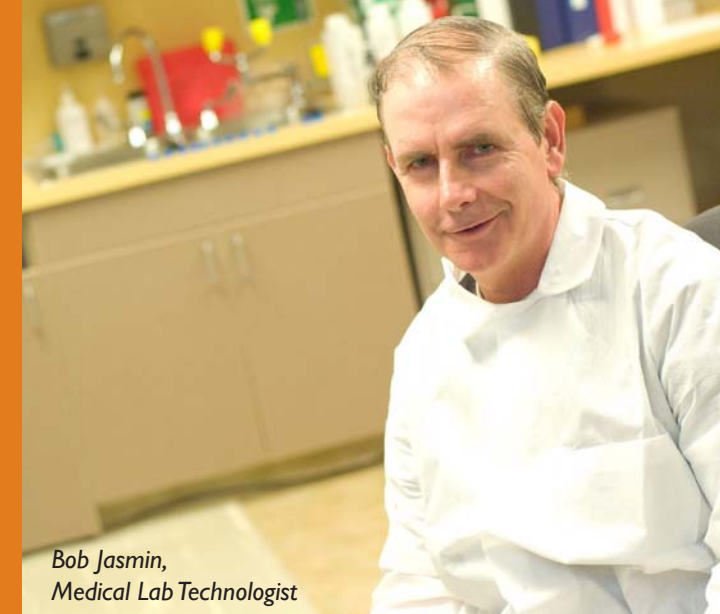
The stress of going from being a person who had never been sick to one who was seriously ill took its toll on Everardo. He became very depressed. He worked when he could but was often forced to leave a job because of his recurring nose bleeds. At one point he was able to work for two years and he became involved in church activities. At the suggestion of Dr. Bashar Elali, his physician at the Othello Family Health Clinic, and with the help of CBHA's patient benefits staff, he was enrolled in the Basic Health Plan. Because of the nature of his illness, Medicaid paid for his dialysis and other care. He was placed on the kidney transplant waiting list at the University of Washington in January, 2011.

February 28, 2011, Everardo received devastating news. The Basic Health Plan cuts meant that his coverage was dropped and he was taken off the transplant list. It was at this point that Leo Gaeta, CBHA Support Services Director, staff members Ruth Flores and Juan Sandoval, and Erica Torres, DSHS worker, went to work on his behalf.

If Everardo could find insurance coverage in the next 90 days, he would not be denied because of his preexisting medical condition. Gaeta, Flores, Sandoval and Torres worked together and were able to get Everardo on another insurance plan. This allowed him to be put back on the transplant list.

Everardo cannot find the words to thank the people who have helped him and continue to help him. "I owe them everything," he said. He still tries to work when he can. He also volunteers at the Othello Food Bank. "I am so glad to be able to help. Sometimes people can't speak English and I am able to interpret." Everardo is also taking classes to earn his GED. In the meantime he waits. "I am ready to get my transplant when I get the call," he said.

Everardo's story is one of thousands of the people that were dropped from Basic Health Plan. His story ends happily, but so many others are still unable to find affordable health care.



Bob Jasmin,  
Medical Lab Technologist

## Laboratory Management to Change Dec 5, 2011

Full service laboratory services will continue at all CBHA's medical clinics – only under different management. CBHA will outsource its lab services to a professional laboratory company called Interpath Laboratory ([www.interpathlabs.com](http://www.interpathlabs.com)). Interpath is headquartered in Pendleton, OR and has sites throughout Oregon, Idaho and Washington. Interpath is accredited and licensed by the College of American Pathologists and CLIA certified through the Health Care Financing Administration.

CBHA has been in discussion with Interpath for the past six months and has negotiated a contract that will be good for our patients, staff and medical providers. The CBHA Board and Leadership Team, in light of the current health care environment, reached this decision after careful financial analysis of current laboratory services. All current CBHA lab staff were recruited by Interpath to work in the clinic laboratories.

Effective Monday, December 5th patients will be billed for their lab services by Interpath, who has contracted with all of CBHA's existing insurance carriers as well as honor the CBHA Affordable Care Plan.