

HANDS-ON *Healthcare*

CBHA's Teaching Site Newsletter

WELCOME!

To Columbia Basin Health Association's (CBHA) teaching site newsletter.

Over the years CBHA has partnered with more and more schools to offer teaching opportunities in a clinical setting. Today we are a teaching site for many medical, technical and community schools. We are proud to offer a wealth of knowledgeable employees and providers to help students on their way to completing their program. What we offer is not classroom style learning. We present a hands-on learning experience that gives students a chance to ask questions, use new technology and medical equipment, learn processes and policy in a clinical setting, and much more.

CBHA has four sites and provides transportation between each of them.



Othello Family Clinic

Our biggest site houses all of the services we have available as well as our administrative offices. This includes Medical, Dental, Pharmacy, Vision, Lab, Patient Benefits and Support Services.



Wahluke Family Clinic

Located in Mattawa, Washington. In 2008, construction was completed on our new facility. Services include Medical, Dental, Pharmacy, Lab, Patient Benefits and Support Services.



14th Avenue Medical Center

This clinic is located in Othello and merged with CBHA in 2004. Services include Medical, Lab, Patient Benefits and Support Services.



Connell Family Dental Clinic

Our newest facility located in Connell, Washington. This clinic currently houses dental services, but CBHA was just awarded the New Access Point grant that will allow us to expand medical services to Connell.

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The cities our clinics reside in are small dots on the map, but the communities we serve are rich with agriculture, beautiful landscapes and caring people. Our service area includes a large portion of the eastern side of the state. In 2010, CBHA saw 29,336 patients and had a total of 160,462 Encounters.

CBHA continues to stay busy in spite of the downturn in the economy. Many years of saving and preparation have allowed us to maintain our financial stability. We have weathered the crisis well and continue to make changes that will benefit our future as a company.

These decisions and preparation have allowed us to offer several benefits to incoming students. We have contracts with local apartments so they may be used for our long-term students. We encourage healthy living and have workout rooms at Othello and Wahluke Family Clinics.



While working with CBHA, students are encouraged to participate in any and all CBHA functions including all-staff events and family fun days.

We offer many student opportunities so please contact us if you have any questions.

Meet the CEO

At Columbia Basin Health Association, the faces of success are as varied as the faces of our patients.

Success is...

- The diabetic patient who, with the help of their CBHA provider, is successful with their self-management plan and is no longer dependent on insulin.
- The senior patient with chronic high blood pressure who, with the help of our nutritionist and health educators through diet and exercise, lowers their blood pressure level into the normal range.
- The dental patient who is no longer afraid to smile because our orthodontic program straightened their teeth.
- The formerly uninsured patient who continues to come to CBHA even after securing a job with health benefits because the quality of care that CBHA provides is unmatched anywhere.
- The patient on anticoagulation therapy who regularly utilizes our extensive in-house laboratory services to ensure their PT/INR results are appropriate to maintain their level of

health and activity.

- The patient who can afford to take their medications on a consistent basis because of our 340b pharmacy program.
- The student who no longer has trouble learning because our EyeCare program helped their ability to read by correcting their vision.
- The high risk obstetrics patient who gets culturally appropriate care through our 24/7/365 on-call labor support program.
- The woman who monitors her osteoporosis with regular checkups through our radiology department.

Our success to date is the result of our work ethic, accountability, knowledge sharing and experience in improving the health of our communities. No less, it is the result of our innovative approaches to care that have brought forward practices that are now defining the quality and patient-centered medical home of the future. Going forward, we will have the remarkable opportunity to serve more patients and to help our



communities achieve greater quality and savings in health care. The changing health care environment will demand more from each of us in performance and excellence. We are determined to not only persevere, but succeed using the lessons we have learned to make access to affordable, quality health care a reality for our patients. As CBHA enters into its 40th year, I extend to all of you both thanks for all we've accomplished together and the expectation for a wonderful 2012. As long as we keep improving, we can only feel good about the future.

Sincerely,
Greg Brandenburg, CEO

Awards of Excellence



2011 has been a big year for CBHA as far as awards go...

- **HHS** New Access Point Grant for Connell Family Medical Clinic
- 2011 **NACHC** Migrant Health Center Outstanding Service
- 2011 **NCQA** Patient Centered Medical Home, Level 1 Recognition
- 2011 **NWRPCA** Preceptor of the Year - John Betz, PA-C
- 2011 **NCQA** Diabetic Physician Recognition Program
- 2010/2011 **Cecilia B. Abhold** Award
- **Joint Commission** maintained accreditation
- 2010 **Qualis** Award of Excellence in Healthcare Quality

MISSION STATEMENT:

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

CBHA WELCOMES...



Veronica Idrogo, DDS!

Dr. Idrogo came to us a year ago through the Advanced Education in General Dentistry Program. It didn't take the full year for Dr. Alvin Thien, CBHA's Chief Dental Officer, to decide he wanted Dr. Idrogo to join our Dental team. Dr. Idrogo completed dental school at Cayetano Heredia Peruvian University in Lima, Peru. Soon after she moved to south Florida. Dr. Idrogo likes to play soccer, BBQ at home with family and friends, and outdoor activities with her kids. Please give a warm welcome to Dr. Idrogo!

Miguel Blas-Matus, PA-C

Miguel Blas-Matus, PA-C joined CBHA in November of 2010. He grew up in Juchitan de Zaragoza Oaxca, Mexico. He belongs to an indigenous culture in Mexico called Zapotec. He began his career as a physician and surgeon in Mexico, but moved to the United States in 1993 and became a Physician Assistant after completing the MEDEX Northwest Physician Assistant Program at the University of Washington in Seattle. He first came to Othello during one of his clinical rotations with MEDEX.



NEW Teledermatology Services!



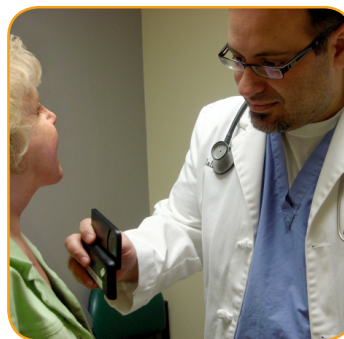
CBHA has teamed with the University of Washington to offer Teledermatology Services. S

"CBHA partnered with the University of Washington to set up the program," said Dr. Miu, CBHA Chief Medical Officer. This service is currently limited to Grandview, Toppenish and Othello. The program utilizes a smart phone to upload photos and information about a patient's skin problems. This information is then

transmitted over a secure network to dermatologists at the University of Washington. Dr. Miu said "CBHA physicians routinely treat minor skin problems, but like the ability to consult with dermatologists on more serious cases." Dr. Bashar Elali agrees. "I have already used this new technology several times with

my patients," he said. "The images are very clear and, within 48 hours, a dermatologist will have reviewed the results and sent back a diagnosis."

This is especially beneficial for individuals with unique or rare skin conditions. Rural towns don't have the access that bigger cities do, so giving our patients the opportunity to be evaluated by a specialist saves them time and money.



Dr. Bashar Elali and patient

NORC Study and Report on Understanding the Impact of Health IT in Underserved Communities and those with Health Disparities

The National Opinion Research Center (NORC) from the University of Chicago for the Office of the National Coordinator for Health Information Technology and the Health Resources and Services Administration within the Department of Health and Human Services visited CBHA Tuesday, July 19th through Wednesday, July 20th. Their research is mandated by the Health Information Technology for Economic and Clinical Health (HITECH) Act included in the American Recovery and Reinvestment Act of 2009 (ARRA) to explore the current impact of health information technology (IT) on the care received by populations experiencing disparities in the provision and quality of health care, as well as those who are medically underserved, including the uninsured and underinsured. Four NORC researchers attended the visit, referred to in this reports simply as "NORC."

NORC's visit began with tours of CBHA's two Othello clinics, Othello Family Clinic and 14th Avenue Medical Center. The tours ended with an overview of CBHA's health information technology journey, our strategic goals, and how health IT has improved patient access, quality, and cost savings throughout the organization. They also received information about our IT systems, their configuration and our future IT journey as we pursue Patient Centered Medical Home and Meaningful Use designations.

Dr. Hung Miu, Preston Lehr, PA-C, and Dr. Bashar Elali answered questions about their use of Centricity, WiredMD, and how they use the quality reports generated from Centricity to improve the outcomes of their patients. Dr. Miu discussed our diabetic programs and how we've been able to improve outcomes specifically in that area. Dr. Elali spoke to the reality of our patient demographic and the socio-economic realities they face, such as inconsistent medical care due to the migrant farmworker's growing season.

NORC reviewed how CBHA uses Child Profile using a bi-directional interface with Centricity (the first in the state to do so) to improve immunization rates in Washington State. Since CBHA has built this bi-directional interface, more practices are demanding it, especially in the midst of the Federal Patient Center Medical Home and Meaningful Use initiatives.

To end the first day, NORC was shown the potential of the MobiSante Mobile Ultrasound Technology. This technology was the first of its kind to get FDA approval. Continued expansion of this system is expected in the future, especially in Mattawa, where there are no other ultrasound machines readily available to our providers.

Day two started with a conference call with Dr. Roy Colven, Dermatology Residency Director at the University of Washington School of Medicine to discuss teledermatology. The teledermatology technology has been especially helpful where our patients have been limited in their payment options and/or transportation resources.

NORC visited CBHA's Mattawa clinic. Dental's use of EagleSoft and CAESY systems were explained.

CBHA was selected for this study in part due to being the recipient of the Davies Award for Community Health Centers and its progressive use of health information technologies aimed at serving underserved and under-insured populations.

The final CBHA specific report will be available soon.

Teaching Affiliations (long-term stays):

Lutheran Medical Center

Advanced Education in General Dentistry (AEGD)

AT Still University

School of Dentistry

Physician Assistant Program

Pacific University

Physician Assistant Program

University of Washington

Dental School

Harborview Medical Residency Program

Family Medicine Clerkship

RUOP Program

MEDEX Northwest Physician Assistant Program

Washington State University

Pharmacy School Internships

Pacific Northwest University

Rural Workforce Development Grant