

HR CORNER

It is the start of the New Year and we are really excited about what 2009 has to offer. We have several open positions available and we want to remind you of the "Find a Star" Program where you get paid \$ for referrals after they have met the appropriate time period.

Special Reminders:

- Remember to use your on-line performance journal. This helps record what business activities you have been engaged in throughout the year and is used at your annual performance review.
- Remember good attendance is important and reflects on your evaluations, raises, bonuses, and internal transfers/promotions. Contact Kristi Farr for questions on what is "excused".
- Remember to review your time card and attendance on a regular basis as corrections need to be made immediately.
- Remember CBHA strives to provide Patient Focused Excellence each and every day. This applies to all staff, not just those taking care of patients. Everyone deserves to have an EXCELLENT EXPERIENCE at CBHA!
- Remember to HAVE FUN and SMILE!!!
- Remember everyone can make a difference at CBHA so please bring forth you fabulous ideas.
- MOST OF ALL: Remember our Mission Statement and why we are here!

You have the power to make it a great day!

The greatest discovery of my generation is that a human being can alter his life by altering his attitudes. ~William James

Every day may not be good, but there's something good in every day. ~Author Unknown

NOTES OF APPRECIATION

Dear CBHA,
I would like to sincerely thank you for giving me the pleasure to participate in your annual Christmas Party. I had a great time getting to meet members of the clinic that I did not know. It was great to see management and other employees socialize at the same level and to see the big boss out on the dance floor dancing and having a great time with all his employees. I have not had the privilege to see a Christmas Party that allowed salary and hourly socialize. It is great to see the gratitude the clinic has given to all their employees for managing a clinic where everyone is seen as professionals. My husband and I had a great time! The best part of it all was the Christmas bonus.
Thanks again - Ruth C. Flores, Patient Benefits

SPECIAL DATES

BIRTHDAYS

- 1/12 Myrna Valdez
- 1/13 Nora Estrada
- 1/13 Anabel De La Garza
- 1/15 Narce Falcon
- 1/17 Erika Mendez
- 1/19 Claudia Castillo
- 1/21 Dr. Garret De Castro
- 1/21 Luis Martinez
- 1/21 Luthene Manzo
- 1/23 Edith Spencer
- 1/24 Melissalee Gonzalez
- 1/24 Ruth Flores
- 1/25 John Betz, PA-C
- 1/26 Salvador Jauregui
- 1/27 Carlos Ruiz
- 1/30 Fabiola Gonzalez
- 2/1 Donna Kaiser
- 2/7 Dr. Aimee Werremeyer

SPECIAL EVENTS

- 1/5-4/1 CBHA Weight Loss Challenge

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WINTER WONDERLAND!



Congratulations Gladys Alvarado, winner of the 2008 Winter Wonderland Christmas Party Karaoke Contest!

A YEAR OF GROWTH

by Greg Brandenburg

2008 was a year of tremendous growth for CBHA. Total patient visits were up 9.15%, with medical visits increasing by 7.59%, dental visits up 9.35%, EyeCare visits increasing 10.88%, and Support service visits up 19.95%. Deliveries by CBHA providers totaled 620, an increase of 6.72%, over last year's record of 581.

We were able to improve our financial stability in 2008 by receiving \$1,412,592.00 in new grant awards, including:

- \$50,000 grant from the Washington Dental Service Foundation to support our expansion to the town of Connell.
- Department of Health and Human Services (DHHS) Health Resources and Services Administration (HRSA) in the amount of \$137,494.00 for the ongoing support of service expansion of mental health/substance abuse services at our Wahluke Family Clinic.
- Department of Health and Human Services (DHHS) Health Resources and Services Administration (HRSA) for Expanded Medical Capacity at the Wahluke Family Clinic for ongoing support in the amount of \$540,000.00. In addition, we received start up funding of \$54,525.00 for FY2008 and \$135,000 for FY2009.
- Safety and Health Investment Project grant from the State of Washington Department of Labor and Industries to support a Pesticide Safety Education Program in the amount of \$319,573.00.
- 17% Increase In State Medical, Dental & Migrant Grant funding totaling \$111,000.00
- State Adult Dental Access funding of \$200,000.00.

In February we implemented Electronic Dental Records, including dental digital radiography and a dental patient education program. Our beautiful new Wahluke Family Clinic opened on Monday, March 24th.

CBHA received and maintained our "full accreditation status" through Ambulatory Care Accreditation by the Joint Commission.

Columbia Basin Health Association was again recognized as one of the "Best Companies to Work For" in Washington by Washington CEO Magazine. CBHA received this award in 2002, 2003, 2006 and 2008.

In June the "Old House" behind the Othello Family Clinic was demolished allowing for parking expansion made possible by the purchase of the Twin Dragons "Freddie's" property.

CBHA joined the Northwest Dental Residency Program in July by accepting our first two residents, Dr's Raquel Villar and Geoff Wan.

We officially opened our new Connell Family Dental Clinic in September. In 2009 we will move to be open five days a week, as we break ground in the spring for a beautiful new clinic and move out of the temporary modular building we now occupy in the fall.

In October Columbia Basin Health Association received the 2008 HIMSS Nicholas E. Davies Community Health Award of Excellence.

CBHA began providing pediatric dentistry in October with the hiring of Dr. Larry Loveridge.

With all the recession talk, growing unemployment, record bankruptcies, auto and bank bailouts and the mortgage crisis, it's hard to see the light at the end of the tunnel. 2009 will provide us with many opportunities, and we will continue to recruit new providers, train more students, add new services, and implement new state-of-the-art technologies that enable us to provide continued service and high quality care to all the communities we serve.

SONIA MARQUINA...EMPLOYEE OF THE MONTH



Congratulations Sonia Marquina, Dental Assistant, Employee of the Month for October.

Sonia grew up in Othello. She has worked at CBHA for 4 years and has been assisting on Orthodontics cases for the past 2 years. Sonia was nominated by Sarah Salisbury, Dental Clinic Supervisor. Sarah said about Sonia: "She is very dependable and hard working, always willing to learn new tasks and do anything that is asked. She is great with our patients and an all a round great employee."

When asked what she likes best about working for CBHA, she said "Everything! The organization, the dental department, my co-workers! Everyone is a team player!"

Congratulations Sonia! CBHA is very proud to have you as part of our team!

Congratulations to Cecilia Varela from the lab department for passing both the written and oral State Medical Interpreter tests!

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.

THANK YOU CBHA!



I would like to thank the entire CBHA organization and specifically the 14th Avenue Clinic for allowing me to do the family practice phase of my training here. I was very anxious when I arrived at the clinic my first day, especially being 2 hours from home and starting a new phase of training, but the staff and patients made me feel very much at home. Although I had so many people help me during the 4 months I was here, there are a few people I would like to thank individually.

First, I would like to thank John Betz for inviting me here, putting up with all my questions and for allowing me to participate in his patients' healthcare. Not only are you a great educator but you're a compassionate, skilled provider who is a true patient advocate. You have been a very influential part of my education and will be a role model I can look up to throughout my career. The Othello community is lucky to have you, and after spending time with your patients, I know they are

extremely grateful. Its been an honor to learn from the man who virtually started my future profession.

Many thanks to both Annie Coronado and Maria Guzman for being so helpful, friendly and supportive. You have both shown great patience in explaining the daily routine and answering my countless questions. You've given me words of encouragement when it was desperately needed and guidance when I became stuck. You are both excellent at your jobs and loved by your patients.

I would also like to thank both Dr. Richard Bunch and Dr. Randel Bunch for taking time to find me for interesting cases and bringing me into the operating room on many occasions. I will be entering the next phase of clinical training much more confident since having these experiences. You are both excellent doctors and wonderful instructors, thank you.

The Othello community is fortunate to have CBHA as their resource for medical care. In my opinion, CBHA has set the bar for rural practice, proving that you don't have to live in a large city to receive quality health care. I have been to other rural areas where this is not the case so it is very refreshing to see it done so successfully. Once again, I would like to express my sincere gratitude to everyone at CBHA that made my time here so valuable. - Chris Rieman, PA-S, Medex Northwest Physician Assistant Program

CBHA PROUDLY PRESENTS...DULCYE FIELD, CPHQ



As many of you know, Dulcye Field, Director of Quality, works hard to make sure our organization is functioning properly. She reviews, tracks and trends almost every clinical system in our company and finds ways to improve on tactics that aren't working. Recently Dulcye became a Certified Professional in Healthcare Quality (CPHQ).

The CPHQ title is a national certification administered through the National Association for Healthcare Quality and the Healthcare Quality Certification Board. The exam required to obtain CPHQ credentials consists of answering questions based on real scenarios. While studying was a big part of preparing, this is not a test that can be passed purely by memorization. Dulcye needed to know specifically how to handle certain situations and problems that can arise in an organization such as ours, which required a great deal of experience. After taking the three hour test covering arenas such as quality management,

quality improvement, case/care/disease/utilization management, and risk management at all employment levels and in all healthcare settings, she emerged a CPHQ.

Congratulations Dulcye! We are a better company for your contributions and extremely proud to have you as an employee.

PATIENT APPRECIATION

I wanted to express my deepest appreciation for the way I am treated. The compassion of the staff at this facility is top notch. - Krista Pusch, Patient

DENTAL ASSISTANT OF THE MONTH

Congratulations to Petie Yager the Dental Assistant of the Month for December. CBHA appreciates your hard work and dedication!