

HomeTown/In HEALTH

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Hometown HEALTH

BROUGHT TO YOU BY THE
CBHA MARKETING TEAM

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Award-Winning Culture on the National Stage

At CBHA, we recognize that culture beats strategy! It's because of our intentional investment in our people that we can demand excellence and accountability from all of us to provide an award-winning culture for our workforce, the highest quality of care results in the country for our patients, and a unique and satisfying patient experience and engagement for all of the communities we serve.

CBHA has been laser-focused on expanding our suite of services offered to our patients. We have implemented various new services to enhance how providers practice, and patients receive care.

Our already award-winning efficiencies in our pharmacy just got better and faster with the implementation of RX Safe's new RapidPakRx, where we can automate the packaging of medications, and PickPoint technology, where our staff can quickly identify patient medications through a lighting system.

CBHA's Eye Care services now have the addition of Teleretina cameras integrated into our Medical Suites. This service will improve care for our Diabetic patient population, who benefit from early detection and referral to avoid glaucoma and other eye diseases.

Last but not least, CBHA has partnered with Natera to offer genetic testing and screening to better identify genetic conditions at an early stage and better prepare families for care planning. Read more about these services on page 5.

Healthy students create healthy learners, and we are excited to partner with our Othello and Wahluke School Districts on Behavioral Health Services. Through our partnership with the schools, our children and communities will greatly benefit from early identification and intervention of behavioral-related concerns such as

depression, anxiety, stress, cyberbullying, etc. See how this is being implemented on pages 10-11.

I would like to thank and congratulate our workforce for fostering a culture worthy of national awards and recognition for employee, provider, and community engagement. CBHA is the only Community Health Center in the nation with national award recognition from Modern Health Care Best Places to Work, Best and Brightest Companies to Work for, Stevie Awards for Great Employers, and so many more that you can read about on page 15.

CBHA has also been recognized by the Health Resources and Services Administration (HRSA) with the Gold Badge in Quality, awarded to only the top 7% of health centers in the Nation and one of only two health centers to be recognized for the award in our state.

I'm proud of not only the quality and services that we are able to provide to our communities but also our award-winning workforce culture. CBHA employees truly are the heartbeat of the organization.

We believe the best is yet to come! Thank you for partnering with CBHA and making us your healthcare home.

Nieves Gomez,
CBHA President and CEO

Eye Care

We've completely transformed the way we practice optometry at CBHA! We've invested in state-of-the-art technology that has bettered how you receive care.

Optos

We can all agree that the most uncomfortable part of an eye exam is getting your eyes dilated, right? Your eyes get all puffy, you feel like you can't blink, and you may have to wait a while before driving.

Well, with our new Optos Monaco camera, dilation won't always be needed. We can take a wide-angle picture of your eye, giving us a full view of the retina. This helps our optometrist look for abnormalities without making your eyes uncomfortable. If our optometrist does need to dilate your eyes, we'll be sure to make you feel comfortable during the process.

After the scan, they will review the photos with you in the exam room and walk you through what they see and if there are any concerns.

Teleretina

Our new Teleretina service is for patients with diabetes. When a diabetic patient comes in for their routine medical appointment, an MA will ensure that the patient has updated retina scans. If they don't, the MA will take a quick scan of the eye to check for retinopathy and update their chart.

The patient will receive a call from one of our EyeCare assistants with the results of their scan. If further care is

Mayra Lopez, MA-C, with our Teleretina Camera.



Ophthalmic Tech, Victoria Pastor, using Monaco Machine to take a wide-angle picture of patient's retina.

needed, they will help make an appointment to see one of our optometrists.

Since installing this new service one year ago, about 14% of patients have been detected to have diabetic retinopathy, which can lead to loss of vision or blindness. This means that about 14% of diabetic patients in our community have an active disease in their eyes, and they don't know it.



Teleretina helps us catch this disease early and get you the treatment you need faster.

If you haven't come in to see our optometrist, scan to schedule your appointment.

Natera Testing

You don't have to be referred to receive genetic screenings, you can do it all with CBHA!

Natera allows us to provide you with genetic tests like Carrier Screening, Noninvasive Prenatal Testing (NIPT), and Hereditary Cancer Testing right here in our clinic.

After meeting with your provider, you'll give a blood sample for the test and wait for your results. When they come back, you'll be able to discuss them with your provider and if any next steps are needed.

PANORAMA - Noninvasive Prenatal Testing (NIPT)

Pregnancy is an exciting time when you have the opportunity to offer your baby the healthiest start possible. Noninvasive prenatal testing (NIPT) is a standard blood test for a pregnant mom to screen for conditions that could impact their baby's health.

Panorama NIPT looks for chromosomal abnormalities, such as Down Syndrome and other genetic conditions, as well as the sex of the baby. A low-risk result means that your baby is unlikely to be affected. Whereas a high-risk result means there is an increased chance your baby could have a genetic condition.

HORIZON - Carrier Screening

Most people don't know they are a carrier for an inherited genetic condition until they have a child with a condition. Everyone can be a carrier of a genetic condition regardless of ethnicity, or family history.

Genetic carrier screenings can



help you and your partner learn if you are at risk of passing on a genetic condition to your child. It screens for genes associated with inherited genetic conditions like cystic fibrosis, spinal muscular atrophy, fragile X syndrome, and sickle cell anemia.

You and your partner can have the carrier screening at the same time. This screening can provide a couple with knowledge and the opportunity to pursue alternative reproductive options if needed.

EMPOWER - Hereditary Cancer Test

The Empower Hereditary Cancer Test helps you understand if you have an increased risk of developing cancer or why it might be common in your family. This knowledge can help you make decisions for the future, such as more frequent cancer screenings or talking to your family members about their cancer risk.

This test screens for genes associated with increased risk for common hereditary cancers. Our Empower multi-cancer panels include commonly screened-for genes related to 12+ types of cancer.

Genetic risk for certain cancers runs in families, dramatically increasing a person's lifetime risk of developing cancer. If you know you're at risk, you can take steps to get ahead of cancer.

Make an appointment with your provider to see if one of these tests is right for you.



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- 2023 -

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RapidPak

RapidPak makes taking your daily medications easy! If you're someone who takes four or more different meds regularly, then this service can change the way you take your pills.

Our new RapidPakRx machine dispenses all oral solid medications into strip packaging and prints the date and time that each pack should be taken.

How It Works

Our pharmacy tech will grab all your medications and dispense them into the RapidPakRx machine. Then the machine will separate and store each of your daily pills into one pouch and seal them. It will repeat this until all the medications have been put into each of their pouches.

After it is finished, the pharmacy tech rolls up the strip packaging and puts it in a box that makes it convenient for you to place in your home. Each pouch has its own time and date stamped on it so you know when to take them.

All you need to do is simply rip open the pouch and take your pills. No more having to open and close all those pill bottles, count out your pills, or try to remember if you had taken them.

Once you're running low on your stock, you can call our pharmacy two days in advance and ask for it to be filled.

RapidPak boxes can be filled with 30 to 90-day supplies.



RapidPak

service is free!

Medications

that are

only taken

as needed,

or a one-

time course

like antibiotics, are not included.

To get started, talk to your provider or our pharmacy about our RapidPak Service.



PickPoint

Our team is always looking for new ways to improve the way that we serve our patients. We've added a new feature to our pharmacies in Othello, Wahluke and Connell called PickPoint.

This new feature creates fewer wait times and helps us provide our patients with even better service at the counter or window. This system also improves our inventory management, creates a cleaner look and is more efficient than before.

We have already seen the difference that PickPoint makes for our patients and our staff. Between all three of our pharmacies, we dispense about 1,000 prescriptions a day! Looking for your prescription can be time-consuming, but with PickPoint, we are able to locate your prescription instantly, therefore decreasing your wait time in line.

PickPoint ensures that you are receiving your prescription and leaves no room for error. It also gives us more time to be at the window assisting you with any questions or concerns that you have about your medications.

How It Works

After we have received and filled your prescription, we load it into our PickPoint system by scanning the prescription and the bag it's going into. That bag then gets placed onto the will-call rail and stays there until you come to pick it up.

Once you have arrived, we will identify your name in our system and a light will appear on the bag that your prescription is in, ensuring we grab the right bag. We'll bring the bag to the counter, hand you your prescription, and you'll be on your way.

Next time you come into one of our pharmacies to pick up your prescription, we guarantee you'll see the difference.

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WELCOME

Dr. Brandon Walters, OD

OPTOMETRIST CONNELL CLINIC

"I enjoy working one-on-one with my patients and helping them reach their health goals. Living in the Columbia Basin area for the last 12 years, I'm excited to be able to provide my eye care services to others in the community."

Dr. Walters is originally from Salt Lake City, Utah. He attended Southern California College of Optometry in Fullerton, CA, and received his Doctorate of Optometry in 2007. He has been serving patients as an optometrist for 13 years.

He was inspired to become an optometrist by his mom's cousin who was his optometrist and prescribed him his first pair of glasses. Dr. Walters was always interested in the topic of science and decided that this was going to be the career path he would follow.

In his free time, he and his family of 5 enjoy being outdoors. They go hiking, explore Northwest Washington in search of waterfalls, and camp at Mountain Rainer.

Dr. Walters is also fluent in Spanish and feels comfortable helping his Spanish-speaking patients in the exam room.



WELCOME

Magalie Roman

BEHAVIORAL HEALTH CONSULTANT WAHLUKE SCHOOL DISTRICT

"Sometimes, all we need is someone to talk to, someone to listen, and someone to care for us. I want you to know that you are not alone. I am here for you!"

Magalie attended Central Washington University in 2013. She worked with young adults through the WISe Program and enjoyed helping them work through their mental health problems. Shortly after, she pursued her Masters in Marriage and Family Therapy so that she could continue working with students in a school setting.

She will be at the Wahluke School District as a Behavioral Health Consultant through CBHA. Magalie will be easily accessible to students when they need to talk to her or need a listening ear, and they'll be able to easily go back to class right after.

Some of her hobbies include crafting and being a mom. She has three boys who she loves to follow around and cheer on during their sports events or school activities. Magalie is fluent in English and Spanish.

WELCOME

Angelica Lauriano

BEHAVIORAL HEALTH CONSULTANT OTHELLO CLINIC

"I believe you are the expert of your own life. People become strong and resilient through adversity, and I enjoy working with them to harness those strengths, fulfill their needs, build a healthy support system, and increase their quality of life."

Angelica graduated from Eastern Washington University with a Master's in Social Work in 2002. She became a licensed mental health professional in 2016 and has worked in healthcare for many years.

She attends to our Family Services patients assisting with depression, anxiety, mood disorders, domestic violence, parenting concerns, trauma, and relationship distress. She also works with children as young as five years old.

Angelica loves working with all populations, connecting with people, and being part of their growth and recovery. Her hobbies include baking, cooking, walking with her dog, and spending time with her husband and three boys. Angelica is bilingual in English and Spanish.

Healthy Minds Equal

School isn't just about getting good grades, social status, or star athletes. Students can get so caught up in the academic and social aspects of school that they ignore their mental health. With the pressure of completing assignments, preparing for exams, and extracurricular activities, they can forget how to care for themselves.

We know how important it is for our students to get the help they need when they need it. That is why we've decided to take our Behavioral Health Services to the schools. We've created resources, materials, planned events and hired an onsite behavioral health consultant to improve access to mental health services for teens.

OUR BEHAVIORAL HEALTH GOALS

The Washington Department of Health has awarded us a \$250,000 grant for our Behavioral Health Team to educate students, school staff, and our community about mental health. We've already implemented this at the Othello School District (OSD) and are currently bringing awareness to this topic.

We're providing Behavioral Health Services by implementing a "hybrid-telehealth" School-Based Health Center (SBHC) model for middle and high school students. They will have full access to mental health counseling at the



palm of their hand by scanning a QR code with their phone.

Our second goal is to provide Behavioral Health Professional Development by engaging with OSD staff. They are currently being educated on current issues that they are interested in learning about, like signs of suicide & prevention, cyberbullying, sense of belonging, and (other presentations). This information will better equip staff with the needed resources to support their students on these topics.

And our final goal is to provide Behavioral Health Community Support. This will be done by cultivating a strong connection between our community, students, parents, and teachers to promote behavioral health awareness and reduce the associated stigma through hosting youth-friendly engagement activities.

SPREADING AWARENESS

We've created an easy way for students to access our services. Our Mental Health Matters and It's Okay to Not Be Okay stickers have a QR code that students scan with their phones and be directed to our website. They are encouraged to put these stickers on their school supplies, lockers, or even car windows, to start a conversation with others and be reminded that they are not alone.

Healthy Students

Once they're on our Mental Health Matters webpage, students will learn about topics like 5 Tips to Cope with Stress, Social Media and Mental Health, How to Talk to My Parents or Guardian, and Finding Help. They can also view videos discussing mental health and how to ask for help.

If they decide to make an appointment with one of our consultants, they can view their profile page and get to know them better before their visit.

CBHA IN THE SCHOOLS

We've partnered with the Wahluke School district to provide an onsite Behavioral Health Consultant at their schools. Magalie Roman has had much experience working with young adults, providing a listening ear and guiding them through their problems. You can read more about her on page 8.

If a teacher, social worker, or counselor sees that a student is struggling, they can refer them to Magalie. She can schedule students for counseling assessments and follow-ups at the school, and when kids are on break from school, they can schedule telehealth appointments or visit her at the our Wahluke Clinic.

Magalie is available at all Wahluke Elementary Schools, Wahluke Junior High, and Wahluke High School.

CBHA is excited to bring this service directly to schools. We care for our students and want to see them succeed in their health AND education. We hope these partnerships will give students and staff the tools and resources they need to continue to excel and provide positive environments for the next generation of students.



Scan the QR Code to view our Mental Health Matters Website, digital stickers and more!



Listening Opportunity

Imagine being told that your health is the result of being lazy and not exercising. And every doctor you talk to tells you that you just need to lose weight and all your problems will go away. But in fact, you're unknowingly living with a disease that is causing your body to react in ways that aren't normal.

This was Kimmy Sander's case until she came to CBHA.

Kimmy was a music teacher at Warden Elementary. She was experiencing symptoms of a swollen face, or moon face, severe acne, abnormal weight gain, and blood clot disorders for 10 years. She had gained over 100 pounds in less than a year, completely lost her voice for six years, and had to have her left big toe amputated because of Cushing's disease.

Kimmy saw many doctors, but no one listened long enough to help her find the problem.

"I made an appointment at CBHA for the afternoon, but something made me want to change my appointment to the morning," said Kimmy. She was originally going to come in and just see the on-call doctor, but when she called to reschedule the appointment, they booked her with Dr. Gillani.

Dr. Syed Gillani, DO, is one of our Family Practice doctors who has been with CBHA for over four years. "I listened to her. I could see that she was desperate to have an answer, and I knew deep down she knew there was something wrong with her," said Dr. Gillani.

Kimmy talked to him about all her symptoms, and how long they had been going on. "I asked her if she had ever been told about Cushing's Disease," said Dr. Gillani.

Cushing Syndrome happens when your body has too much of the hormone cortisol. Too much cortisol can cause a fatty hump below the neck, moon face, and abnormal weight gain. It can also result in high blood pressure, bone loss, and sometimes type 2 diabetes. These were identical to the symptoms Kimmy showed.

Dr. Gillani ordered her a lab test and sent her to see an endocrinologist. Sure enough, Kimmy had Cushing's Disease and the test showed that she had a tumor on her pituitary gland that was causing her symptoms.

"She's a miracle," said Dr. Gillani. "If she would have continued her life like this, she would have died."

After Kimmy's diagnosis, she was scheduled for surgery and nine months post-op her body was completely transformed. "Dr. Gillani is my hero. He saved my life," said Kimmy.

She decided to retire from her teaching job and dedicate her life to sharing her story.

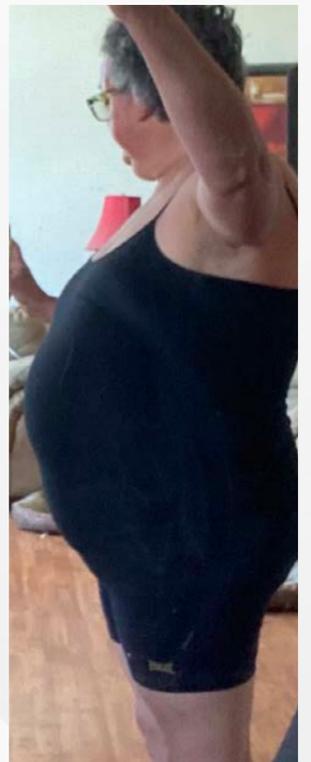
Kimmy entered into Miss Washington for America Strong pageant in 2022. "Miss Washington for America Strong is a chance of a lifetime and will serve as a platform for me to educate and bring awareness about Cushing's Disease," said Kimmy.

"I know she's given me too much credit, but I'm just doing my job. That was just another day for me. I listened to my patient," said Dr. Gillani.

If you have also experienced symptoms like this, or a situation similar to this, please make an appointment with one of our providers. We are here to listen and help you.

We love hearing how our providers and staff make a positive impact on our patients. If you have an amazing story like this, we'd love to hear about it! Scan the QR code below.

Learn more about her story at CrushingCushings.org and how she's using it to be an inspiration to others.



Kimmy Sanders before being diagnosed with Cushing's Disease



If you have also experienced symptoms like this, or a situation similar to this, please make an appointment with one of our providers.

Welcome New CBHA Board Members



Gloria Z. Ochoa

Join us in welcoming a new member to our board, Gloria Z. Ochoa. Gloria has been an employee of Adams County for 40 years. She's currently the Clinical Director of the Substance Use Disorder Program of Adams County Integrated Health Care Services and has been for 30 years.

Gloria was born and raised in Othello and graduated from Othello High School. She and her Husband Rudy have four children, 14 grandchildren, and one great-grandchild together.

"I'm looking forward to serving on this board and working towards meeting the goals and objectives of providing equal access to those in our community," says Gloria.

Gloria is not the first of her family to serve on our board, her father Gonzalo (Chalo-Charlie) Zavala, was the clinic's first board member.

"In late 1971, my sister Norma Zavala was part of the group of community members in Othello and the Yakima Valley whose goal was to provide access to health care to those that did not have access in Othello, specifically farm workers."

Gloria enjoys running, swimming, singing, reading, and attending her grandchildren's events.

We're so glad to have her on our board and excited to see what she brings to the table. Welcome to the CBHA Board, Gloria!



Marisol Quezada

We're excited to welcome a new board member, Marisol Quezada. Marisol is an Othello School district employee and a Migrant Student advocate at the McFarland Middle School. If you recognize her already, it's probably because she was with CBHA for eight years.

While at CBHA, she was a case manager in our maternity support services program in Family Services. Marisol later moved up to parent educator, then Family Program Supervisor. "I was in charge of overseeing the parent-teacher program, support services program, and organizing monthly events in the community like parent nights and teen health fairs," Marisol said. She did a great job of ensuring her department was present at community events and showing support towards our families.

Marisol is originally from Sunnyside, WA. She graduated from Sunnyside High School in 2004 and attended Yakima Valley Community College after. Marisol met her husband, who was the one to bring her to Othello, and they've been married for 13 years and have two boys together.

"I'm big on community and outreach. Being a member of CBHA's board is another way for me to contribute to the community in the best way possible." Marisol shares the same values as CBHA's vision and Mission statement. She witnessed and lived through those values hands-on, and she appreciates how we continue to keep our community as a top priority. "I'm excited to see CBHA through a different lens and position."

We're excited to have Marisol back with us and see her in this new role on our board.

Elite Workforce Culture

We're honored to be recognized in the following awards, and we want to thank our amazing staff! We wouldn't be the great healthcare organization we are today without their dedication and commitment to serving our communities.

To all of the individuals contributing to CBHA's culture of excellence, thank you for making CBHA the best place to work, the best place for providers to practice, and the best place for the communities we serve to receive quality care.

Certification of Compliance from the Health Resources and Services Administration (HRSA)

We are pleased to receive the highest rating for our recent HRSA Operational Site Visit (OSV). Because of partnerships like the one with the Bureau of Primary Health Care, we can deliver nationally recognized quality and operational excellence to our patients.

HRSA conducts operational site visits to assess and verify a health center's compliance with the Health Center Program requirements. After completing the Operational Site Visit Report, we received a perfect score for our Certification of Compliance, which a low percentage of health centers receive.

Stevie Awards - Employer of the Year

The Stevie Awards for Great Employers recognize the world's best employers and the human resources professionals, teams, achievements and HR-related products and suppliers who help to create and drive great places to work. They honor and generate public recognition of the achievements and positive contributions of organizations and working professionals worldwide. So in short, they are a pretty big deal!

We had the honor of receiving Silver, for Employer of the Year in a Non-profit or Government Organization. This award was based on the way we empower our employees and invest our time into our communities. We demonstrate this through our actions of community outreach, employee engagement, benefits that reinforce the organization's values, and a complete focus on the CBHA experience.

Best and Brightest Companies by the National Association for Business Resources

This award recognizes organizations committed to excellence in operations and employee enrichment that lead to increased productivity and financial performance. They celebrate companies like CBHA, who create richer lives and build stronger communities.

We're proud to have a workforce that serves with passion, purpose, position, and performance. Out of the 3,500 nominations this year, we were one of the 450 organizations awarded nationwide.

"Our workforce is surveyed frequently with an emphasis on our organization's ability to communicate well, focus on work-life balance, employee education, diversity, recognition, retention, and our leadership's team ability to provide an award-winning culture of excellence," said Nieves Gomez, CEO.

Center Of Excellence

The Center of Excellence (COE) is a program in Washington that allows primary care providers to do Autism evaluation and give an Autism diagnosis. CBHA being a COE allows patients to seek evaluation sooner and start appropriate services when needed.

Three of our providers, Vanessa Frank, DNP, ARNP, Dr. Gabe Barrio, and Michelle Taylor, DNP, ARNP, attended a Center of Excellence training in order to obtain this certificate.

The wait to see a provider in an Autism clinic is up to 2 years. By CBHA's providers completing this certification, it allows us to shorten that wait time and help children get the help they need earlier.

Medical Group Management Association - Best Practice to Work At

This award recognizes medical practices that create an environment of excellence to serve patients.

We were recognized for benchmarking our physician and provider engagement, employee engagement, and patient engagement and for being top performers in each of those categories. CBHA was also given this award for the hours of community service our staff has put in and the financial contributions we have provided to the community.

“Our employees are awesome! It is such an honor to work aside them each and every day. To be awarded this recognition is a true testament to the work that CBHA does and how important their employees are to ensuring that our patients receive the best quality care.”

Kelly Carlson
Chief Administrative
Officer



ELEVATING TO EXCELLENCE: EMPLOYEE SPOTLIGHT

Dalina Hoffman

At CBHA, we never have to wonder whether our work is worthwhile. Each day we see victories and successes, big and small, in the lives of people who count on us.

We invest in our staff and providers. Because of this, many members of our leadership team started their careers with us and, through mentorship and experience, have risen through the ranks. Our incentive-based programs and educational stipends give you every opportunity to succeed.

Dalina Hoffman is one of the many who have taken advantage of these opportunities to grow in her career.

She started with CBHA three years ago as the Connell Clinic Manager. Dalina managed the clinic through the recent major remodel/expansion and has improved processes for staff and providers, creating an efficient and engaged team in Connell.

During the second half of 2022, Dalina was instrumental in designing and coordinating the implementation of the Department of Health (DOH) Behavioral Health grant project, working with the Othello School District (OSD) to train staff and create easy access for teens to access CBHA's Behavioral Health services.

Dalina transitioned to Director of Programs in January of 2023. In this role, she manages the DOH/OSD Behavioral Health project. She will also be responsible for CBHA's Early Intervention Services program, Parents as Teachers (PAT) program, and the Health Education team.

Dalina will ensure the compliance and continued growth of the Early Support for Infants and Toddlers and Parents as Teachers state grant-funded programs. She will better integrate the Health Education team with providers and chronic care management at all three clinics. She was also recently named supervisor of the year in April.

We love seeing our staff work hard to accomplish their goals, gain more knowledge and skills, and give them the opportunity to advance in their career.



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