

VITAL SIGNS

VOLUME 18 • ISSUE 1



Nieves Gomez
announced as
CBHA's new CEO

CBHA Announces New CEO

Nieves Gomez

CBHA announced that its Board of Directors has chosen Nieves Gomez as the organization's next President and Chief Executive Officer. Gomez will succeed Greg Brandenburg, the current President and Chief Executive Officer, on March 1, 2018.

"After thorough succession planning and a comprehensive search process, the CBHA Board of Directors is pleased to have found the best fit to assume leadership of our outstanding rural healthcare organization," said Mike Garza, Chairman of the CBHA Board of Directors. "Nieves' recognition as an exceptional leader in healthcare, coupled with his education and commitment to organizational growth and improvement make him an ideal selection."

Mr. Garza would like to thank the entire board and Executive Team for their participation in the selection process. Mr. Garza expressed his appreciation for everyone's efforts and input regarding this extremely important decision.

Nieves started his career with CBHA eleven years ago as a summer intern, and has advanced through the leadership team, serving as Clinic Manager and Vice President of Operations.

The selection of Mr. Gomez caps a search process facilitated by Witt Kieffer, a global executive search firm specializing in placing healthcare executives in some of the nation's largest and most prestigious healthcare organizations. The Board of Directors thanks Steve Yamada and his Witt Kieffer team for all the hard work and support throughout this process. A large initial prospect pool was narrowed to a group of three external prospects and four internal candidates, all of whom inter-

viewed with the Board's Search Committee. The final two candidates moved into a final round with the full CBHA Board.

"Nieves is a young man with character and enduring values," said Greg Brandenburg, outgoing CEO of 20 years. "He has grown with CBHA as a successful executive, and has the confidence and thought leadership to take CBHA to the next level. He believes in and lives CBHA's mission, is a patient champion, and delivers value-creation with extraordinary results. Nieves is a valuable leader who has been responsible for a great portion of our success over the last five years. I would like to thank the Search Committee and CBHA Board during the succession planning and recruiting process. The Board can take pride in the success of the organization in the last 20 years, and I have no doubt that the work they have put in to build this organization into the best rural healthcare organization in the United States will continue under Nieves' leadership."

"I am incredibly humbled and excited about the opportunity to lead such a passionate and talented group of people. CBHA is positioned to become the new standard in healthcare in rural United States. Greg Brandenburg has been an excellent visionary leader for CBHA over the last 20 years and we are thankful for the leadership he has provided to put in place the right vision, strategy, and thoughtful succession plan for long-term success. I am committed to continuing my strong relationship with Greg, the Executive Team, the Board of Directors, and our wonderful patients to continue this momentum and capture the great opportunities in front of us." Gomez said.



An Othello native, Nieves Gomez has been a part of the CBHA family for the past eleven years beginning with a focus on Behavioral Health and outreach. Gomez holds a Masters of Public Administration and a Masters of Social Work from Eastern Washington University. Over his tenure with CBHA, Gomez has served as Site Director for CBHA's Mattawa facility and the Director of Quality.

In November 2016, Nieves became Director of Operations, and in mid-2017 the Vice President of Operations, reporting to the COO. In this role, he had oversight of three Site Directors, the Pharmacy Business Manager, Vision Business Manager, Contact Center Manager, Facilities Manager and Cafe Coordinator (in the Othello facility); and has management oversight of over 90 other employees.

As Vice President of Operations, he directed the development and implementation of strategic operational plans for clinical programs, including process improvement initiatives and leadership for IT operations.

Gomez is married with three wonderful children. He celebrates his ties to the communities within the Columbia Basin and is passionate about CBHA's mission. He enjoys spending time with his family, playing guitar, catching a movie once in a while and playing soccer when he can.

CONNELL WOMAN OF THE YEAR

Jaeniffer Kaiser

Jaeniffer Ang Kaiser grew up attending a Chinese Catholic school in the Philippines. This is where many of her core values of service to others developed. The front of the house she grew up in was where the family pharmacy was and on one side was a tiny health clinic. A good work ethic was instilled and emphasized in their home by her parents.

Being raised by a Chinese father, she thought long and hard before doing anything that might cause her to be disciplined by him (unlike her siblings). After just turning 16 years old she was faced with a great challenge. She was forced to run the family pharmacy while taking care of her two younger siblings. This all occurred while her parents were trying to settle in the United States. She was faced with many difficulties for a 16 year old but managed to survive it all.

Jaeniffer ended up closing and selling the family pharmacy all on her own then she and her younger siblings moved, with their few belongings to a room that they rented from a friend. They lived there until it was time to move and reunite with their parents in the United States.

Upon moving to America at 16, Jaeniffer attended Connell High School for

6 months and finished her senior year. Then she moved on to Big Bend Community College, Gonzaga University, University of Washington and Vanderbilt University where she completed her Masters of Science in Nursing and became a family nurse practitioner.

When she moved back to Washington State she helped open a new private medical clinic in Pasco. Eventually she moved back to Connell to join and work with her father at his clinic. When Dr. Ang retired, Jaeniffer managed, with the help of Laura Arteaga, and was the only practitioner at the medical practice for 10 years before joining Columbia Basin Health Association.

Community members wrote "Her commitment to serving a small, rural community was demonstrated when she came back to work with her father.

Her dedication and selflessness in serving this community is outstanding to say the least. Her patients and friends appreciated her feisty and positive attitude."

Jaeniffer is active within the community as she is currently serving as the Treasurer with the

Friends of the Library. She takes on an active role in both book sales and raffle sales. She is a part of the altar society at St. Vincent's Catholic Church here in Connell.

She has participated on the Park Board and in Fall Festival Committees, as well as helped coordinate the Connell Swim team.

She is the former Secretary of the Columbia Nurse Practitioner Association of Tri-Cities and volunteers her time at free health screenings. You may know her as the woman you go to when you're sick, but you don't see the long hours and dedication she puts into her work after she gets home. She is a wonderful mother and wife and has shown genuine care for the people of Connell.

As was written in a letter, "Jaeniffer lovingly supports her extensive family and fortunately for Connell – she has adopted our community into her heart... most of the town's population is grateful and in love with her, while the other half has not met her yet." Her diligence as her role in health care has made a profound impact on our communities' health and wellbeing.

As written in a nomination letter – All in all Jaeniffer serves as an inspiration and is one of the unsung heroes of our greater community.

Her mantra is to stay physically active, exercise and to take care of the only body you have.



Jaeniffer Kaiser, ARNP, was nominated by patients and community members. Nohely Velazquez, Connell Clinic Manager, presented her the award at the Connell Chamber Banquet on February 1.

EMPLOYEE OF THE MONTH IS NOW THE FIRESTARTER AWARD

Employees are recognized through a Peer-to-Peer nomination designed to allow all employees to recognize each other for great attitudes, individual efforts, going above and beyond while demonstrating the WE CARE Standards of Behavior.



FIRESTARTER AWARD: JANUARY

Lucy Vivar

MEDICAL ASSISTANT - CERTIFIED



along the way. She has since become a very proficient MA-C. Patients even ask for her by name for blood draws and injections.

Lucy continually models impeccable WE CARE Standards of Behavior. She's professional and helpful, and is always dressed pleasantly and in a way that aids with the patient experience. She's receptive to change, and is flexible when she faces surprises---even if it means an adjustment to her schedule.

As a MA-C, she helps keep her assigned provider on track, insisting on team huddles several times per week to review patients and reports. In fact, her diligence has allowed her provider team to become one of the top 5 UDS nursing teams at the clinic.

She is always ready and willing to lend a hand to assist busy, rotating medical teams at the clinic to room patients and catch up on other tasks. She believes that helping her colleagues and showing appreciation for their work is essential to maintaining a good team environment.

Lucy stays involved in and outside of the clinic, training other MAs to become

MA-Cs and volunteering for community and clinic events. In the past she's helped at events, such as Mattawa Community Day, and last fall she administered vaccinations at the Mattawa Flea Market during the Flu Shot Clinic.

Lucy was very surprised to have been named this month's Firestarter. "I never expected it," she said. "I thank CBHA for all the training I have received."

It is something she says she appreciates greatly about the benefits program. "It is incredible to have a job I love to go to every day," she confided. "My co-workers are great, and we all work together to take the best possible care of our patients. Interacting with our patients is my favorite part of my job."

When she isn't at work, she and her husband enjoy spending time with their extended families. "Both sets of parents live close by," she shared. "We get to see them often."

She and her husband also like to fish and take their kayaks out on the Columbia River and to close-by lakes. "We're not pros but we have a good time!" she laughed.

Lucia (prefers to be called Lucy) started with CBHA in January of 2014 as a Registered Medical Assistant. She then took advantage of CBHA's professional development supplement, continuing her training to become a Medical Assistant-Certified.

Lucy is grateful for Kathy Whitney and Jenny Day who helped encourage her

When Lucy has tasks that need to be done she can be relied on to get them done. She takes pride in the work that she does and that is reflected on how well her patients value her.

WEAR RED DAY



**HEART DISEASE IS THE #1 KILLER OF WOMEN AND MEN
IN AMERICA AND IT IS LARGELY PREVENTABLE**

On Friday, February 2, our employees wore RED to raise awareness and support for Heart Health.

FUNDING SOURCES

WHERE DOES THE MONEY COME FROM?

Much has changed since CBHA first opened its doors to patients in 1973. In the beginning, the cost to operate the clinic was almost completely covered by federal and state grants. Over the years, this dependency decreased. Federal grants now account for a total of no more than 16-percent of total revenue, with only four additional percent from other grant sources.

Instead, 80-percent of CBHA net-services revenue comes from major insurance companies, such as Blue Cross, Blue Shield, First Choice, March Vision, Medicaid and Medicare. Smaller insurance coverage plans are folded into this number, including Molina Healthcare, Aetna Community Health First Medicare Advantage and Washington Dental Service.



80%
INSURANCE
COMPANIES

16%
FEDERAL
GRANTS

4%
OTHER
GRANTS

CBHA'S NEW OTHELLO CLINIC

OPENED: October 23, 2017 • LOCATED: 1515 E Columbia St

The new clinic is phase one of the healthcare campus to be completed on the 20-acre plot of land that CBHA purchased three years ago. The next phases are already in the planning, development and implementation phases. The build-out will include a large plaza for health fairs; outdoor walking trails and fitness stations; community-gathering areas and extended-stay housing for clinical residents, students and new CBHA providers.

Impact to Community: How does new construction affect local property tax?



It has no impact; nothing has changed. As mentioned, CBHA receives funding from insurance reimbursement, and only a small portion of government funding grants.

When you receive your property tax statement for 2017, review the back to see a breakout of local property tax expenditures. You will see that your local property tax contributions are divided between these entities:

- City of Othello
- Othello Current Expense
- EMS
- Othello Community Hospital
- Library
- Local Schools
- Other Junior Taxing Districts
- Parks-Rec-District Port District
- State Schools

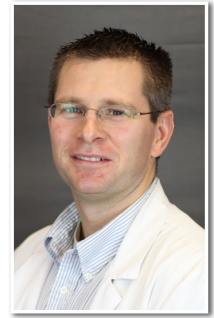
EMPLOYEE SHOUT OUTS



Dr. Gabe Barrio took time to explain what was going on. He listened to what I had to say. He explained everything concerning the process and the issue. he seemed to care and want my son to be well. He made himself available.



Matt Walker, PA-C, was excellent. The environment is friendly. Everything was nice and clean. I felt better just being there.



Dr. Jason Bleazard and the staff took their time and explained what was going on with my vision and how to improve it. They helped me pick out my glasses.



Dr. Kelly Monroe is easy to talk to. It is not as stressful to see the dentist with her. She is really friendly and really good with me. It was a great visit.



Tammara Bell (Dental Resident) was nice and courteous. She answered my questions well. She was attentive. She made me feel comfortable.



Miguel Blas-Matus, PA-C, explains things well. He takes his time and makes sure I understand what is going on. He is excellent.



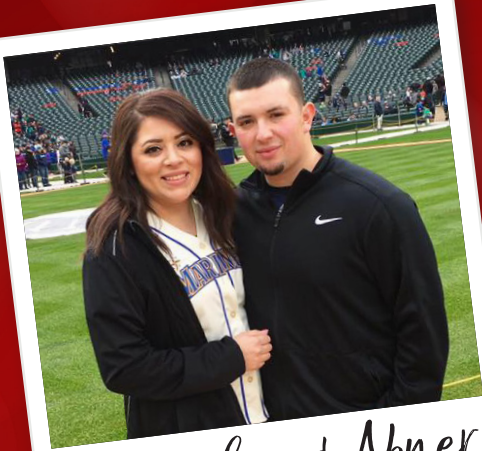
John Beauchamp, PA-C, was a delight. He took care of us. I will request to see him going forward. he takes his time and likes to educate me while he takes care of us. I felt heard by that.



Elsie Garza (Behavioral Health) listens to me. I can tell her anything that is going on. She waits to tell me what she needs to. She gives me advice as well as listening to me.



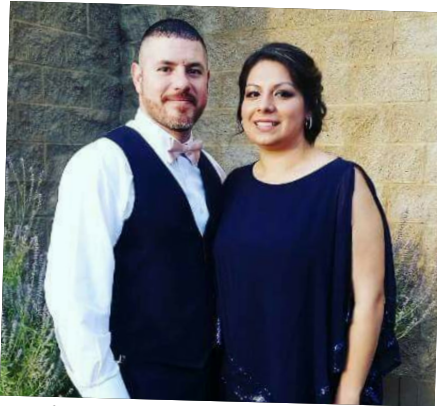
CBHA Sweethearts♡



Magali and Abner
MARKETING COORDINATOR PURCHASING AGENT



Jude and Bashar
CLINICAL SYSTEMS SPECIALIST MEDICAL PROVIDER



Santos and Estella
DISTRIBUTION TECH NURSE MANAGER



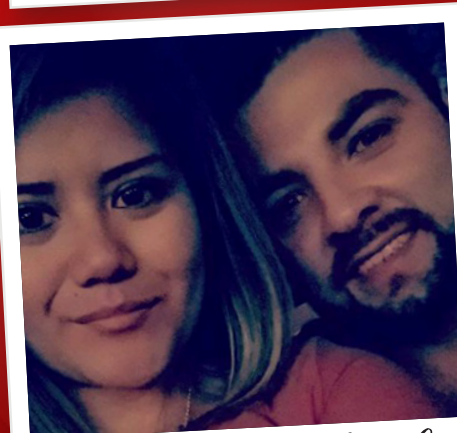
Billy and Wendy
PATIENT SERVICES REP MEDICAL ASSISTANT - CERTIFIED



Laura and Mat
OPTOMETRIC TECHNICIAN ACCOUNTANT



Salvador and Oralia
CUSTODIAN CUSTODIAN

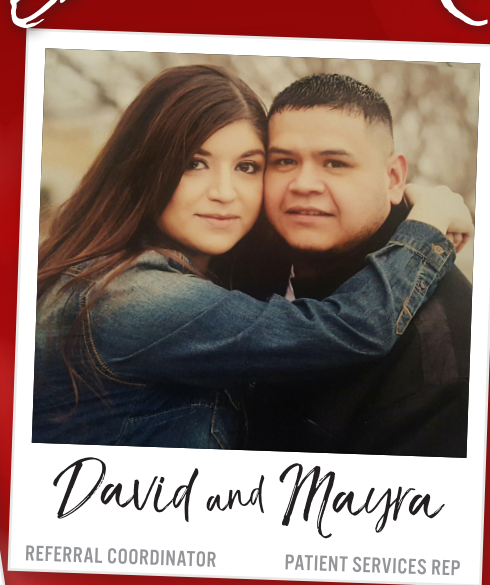


Evelyn and Raul
MEDICAL ASSISTANT - CERTIFIED CUSTODIAN



Chris and Brenda
DENTAL ASSISTANT PATIENT SERVICES REP.

CBHA Sweethearts



Behind the Lines of Code

It takes several nouns to properly describe Esperanza: Coder, Baker, Cook, and Volunteer. Her journey as a coder with CBHA started the summer of 2005, and most know of her work with the clinic. What fewer may know about her is that she's a long-time lover of cooking and baking, and has heart for service.

Raised on a farm in Southern Idaho, as the oldest daughter in the household, it was her responsibility to take care of the house, her siblings, the laundry and lunch for the family.

In high school, Esperanza's mother got a new cookbook. Esperanza couldn't resist trying some of the recipes, and she especially loved to bake. Baking is still her first love. "It's hard to cook for myself because I live alone," she said. "I enjoy having people over to cook for them though."

She is not afraid to experiment with recipes. Unlike cooking, baking is a

science experience; like Chemistry, different conditions, such as atmospheric pressure can affect the outcome of a recipe. She welcomes the challenge: "If I like a recipe and it doesn't seem quite right, I work to perfect it."

Since she's been in the Columbia Basin, Esperanza has taken cooking classes through the Othello Community School program. Three years ago she agreed to teach a class, and taught students to make a French apple pie. Teaching her piecrust recipe that "never fails" combined her love for baking and service.

She recently taught her third community school class, sharing more baking techniques and recipes. "I taught the class to make one of my favorites: an apple coffee cake." Among her favorites is a Texas sheet cake: "The recipe makes a large cake that's ideal for potlucks."

Esperanza is active in the community in other ways as well. She is involved

with a quilting group that meets on weekends, and knits on her own.

Esperanza also serves on the community schools board of directors, and helps plan class schedules and offerings. Because of her extensive hobby list, she tries to incorporate classes that teach students to make homemade goods with local resources. "I enjoy canning in the summer," she shared. "We're fortunate to have an abundance of fruits and vegetables grown here locally. I love to make strawberry jam, and usually order 30 pounds of strawberries for the project."

She exhibits many of her projects at the Adams County Fair and Rodeo. Several years ago she received honorable mentions for her French apple pie. "I was a bit disappointed that I didn't win Best of Show," she laughed. But, says not to worry; she's going to try again this fall!



Apple Coffee Cake

¼ C Butter Softened

¾ C Brown Sugar

1 Large Egg

¼ C Sour Cream

¼ C Vanilla Yogurt

1 Tsp Vanilla Extract

1 C Flour

¾ Tsp Ground Cinnamon

½ Tsp Baking Soda

¼ Tsp Salt

2 C diced Granny Smith Apples

Topping

¼ C Brown Sugar

¼ C Flour

2 Tbsp Butter

½ Tsp Ground Cinnamon

Directions

CAKE

1. Preheat oven to 350 degrees F (175 degrees C). Spray 8-inch square baking dish with cooking spray. Dust with 1 Tbsp flour, and set aside.

2. Beat ¼ C butter and ¾ C brown sugar together with an electric mixer in a large bowl until light and fluffy. The mixture should be noticeably lighter in color.

3. Beat egg into butter mixture, and add sour cream, vanilla, yogurt, and vanilla extract to the mixture, beat to incorporate. Stir in flour, ¾ teaspoon cinnamon, baking soda, and salt together in a bowl; add to the butter mixture and beat to combine

into a batter. Fold apples into the batter. Pour batter into prepared baking dish.

TOPPING MIXTURE

Mix ¼ C brown sugar, ¼ C flour, 2 Tablespoons butter, and ½ teaspoon cinnamon together in a bowl using a fork to achieve a crumbly consistency; sprinkle over cake batter evenly.

BAKE THE CAKE

Bake in preheated oven until a toothpick inserted into the center comes out clean, 35-40 minutes. Cool in the pan for 10 minutes before removing to cool completely on a wire rack.



POSITIVE PULSE

MIND. BODY. HEALTH.

LEVEL 1

Lisette Ruelas
Emanuel Munos

Erika Rodriguez
Deyanira Valdez

Blake Barthelmess
Florentina Basurto

LEVEL 2

Joanna Valdez Chavez

Lucy Vivar

LEVEL 3

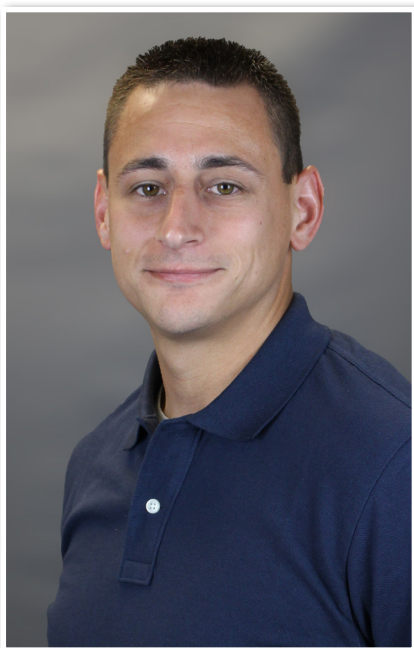
Aries Gomez
Erika Mendez

Jeannette Carmona
Nathan Spinelli

Kimberly Yerbich
Genaro Jimenez

Paloma Mendez

CONGRATS GABE MARTINEZ!



A big shout out to Gabe Martinez on his most recent Comp A+ certification.

Although not commonly known outside of Information Technology (IT) circles, the Comp A+ certification validates the latest foundation-level knowledge and skills needed by IT professionals to support computing in a growing complex industry. This certification is recognized by the International Organization of Standards (ISO) and the American National Standards Institute (ANSI).

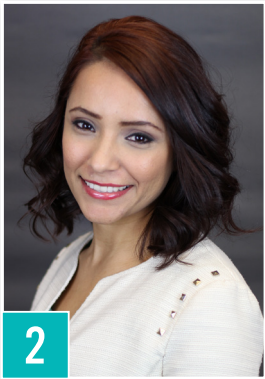
This is a big step for any IT professional and I appreciate the hundreds of practice and study hours it takes to successfully complete this certification. I know that this is just one of numerous certifications Gabe will achieve. He is already working on his next one!

WAY TO GO GABE!

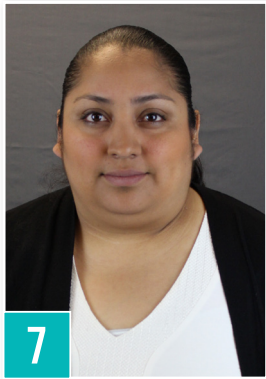
— Randel Stevens
Chief Information Officer

HAPPY BIRTHDAY

February



**Maria
Vela**



**Alondra
Vasquez**



**Katherine
Freeman**



**Grace
Quinonez**



**Dr. David
Bass**



**Mathew
Garza**



**Estella
Perez**



**Kristen
Stevens**



**Eriz
Valencia**



**Amelia
Munguia**



**Edna
Hymas**



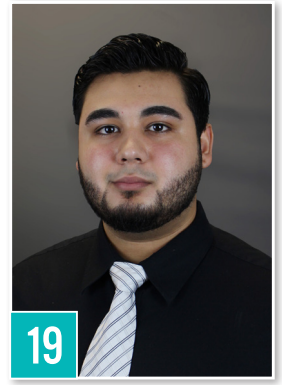
**Daniela
Voorhies**



**Cristina
Vazquez**



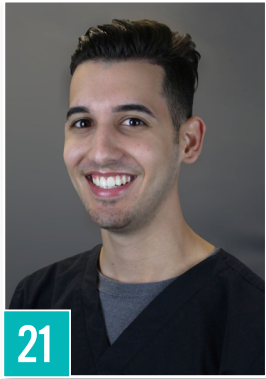
**Emily
Medina**



**Kevin
Zuniga**



**Cynthia
Valdivia**



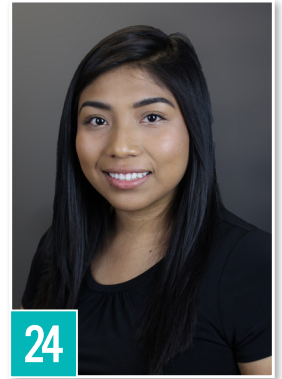
**Franklin
Alvarez**



**Esmeralda
Mendez**



**Alondra
Moreno**



**Karen
Guadarrama**



**Esther
Delgado**



**Aries
Gomez**



**Yolanda
Martinez**



**Jude
Alsarraj**



**Tammara
Bell**

