



Columbia Basin
Health Association



2010 Annual Report



Letter from 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 39th year, I extend to each of you both thanks for all we've accomplished and the expectation for a wonderful 2011. As long as we keep improving, we can only feel good about the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Brandenburg". The signature is fluid and cursive, written over a light blue background.

Greg Brandenburg
Chief Executive Officer

CBHA Board of Directors

Chair Everett Cole

Vice Chair Joe Montemayor

Secretary Maxine Taylor

Treasurer Kate Brueske

Maria Villa

Maggie Gutierrez

Dora Beraza

Enrique Miron

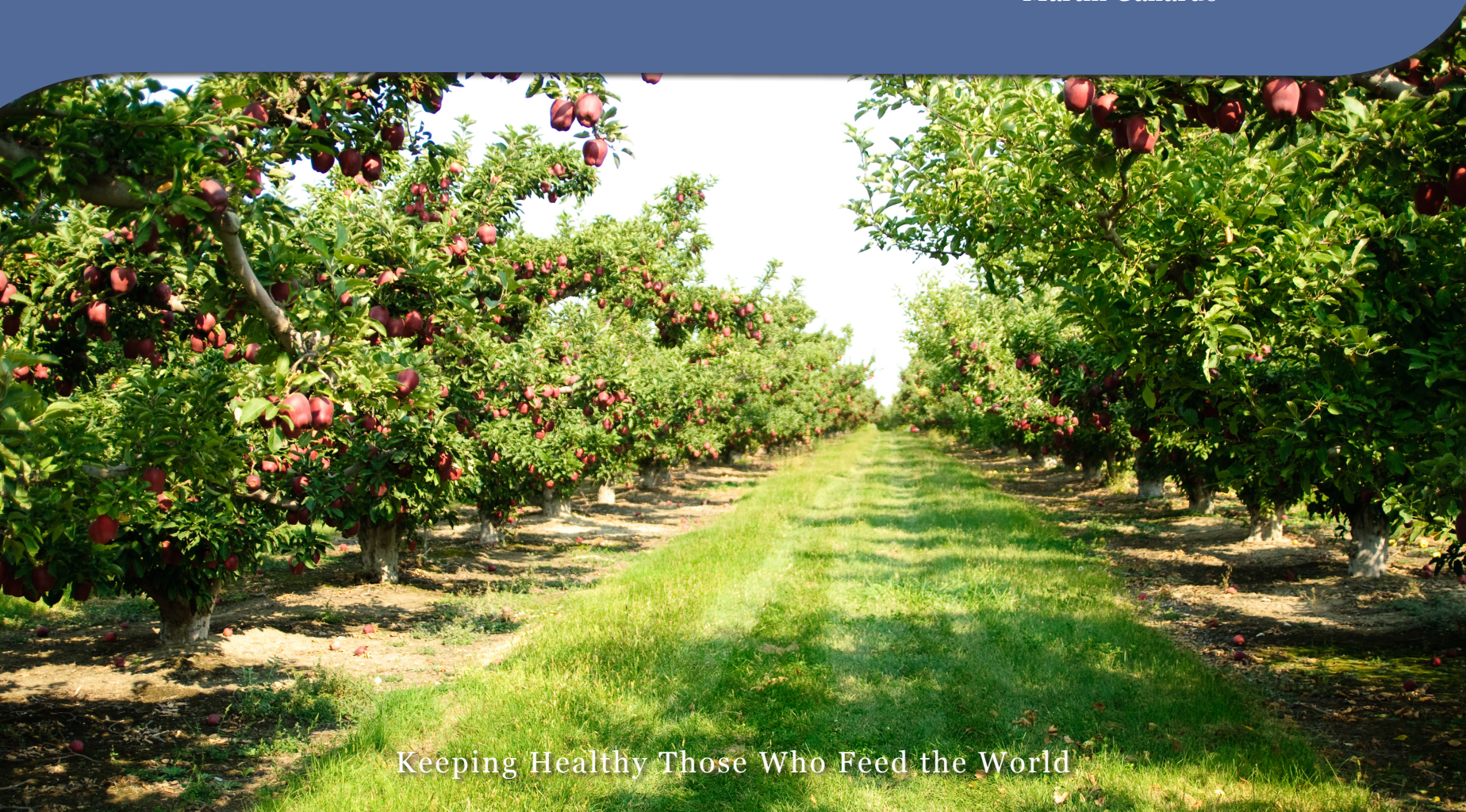
Mike Garza

Barbara Walters

Ross Bushong

Janelle Andersen

Martin Gallardo



Keeping Healthy Those Who Feed the World

Our Mission

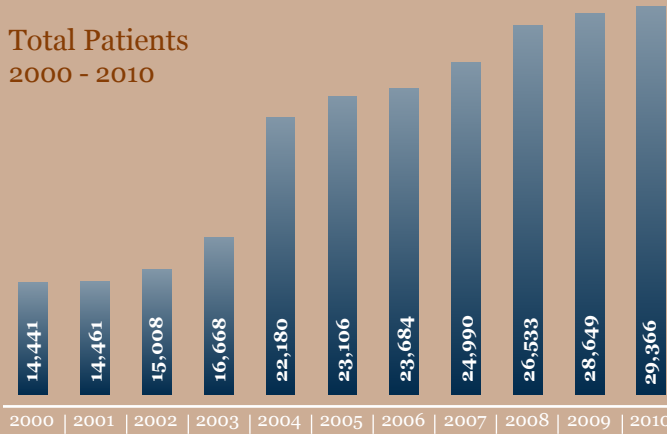
To provide equal access to quality health care to all persons regardless of age, sex, color, ethnicity, national origin, or ability to pay.

Our Vision

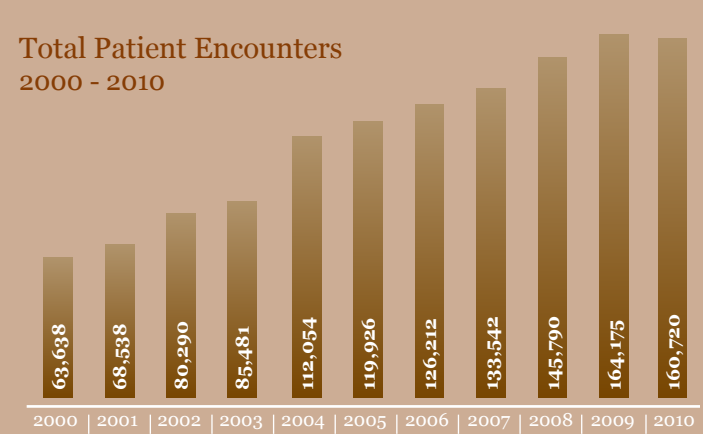
To be a model of excellence in patient satisfaction in community and migrant health care and a community leader in initiating and developing collaborative relationships.

2010 Growth

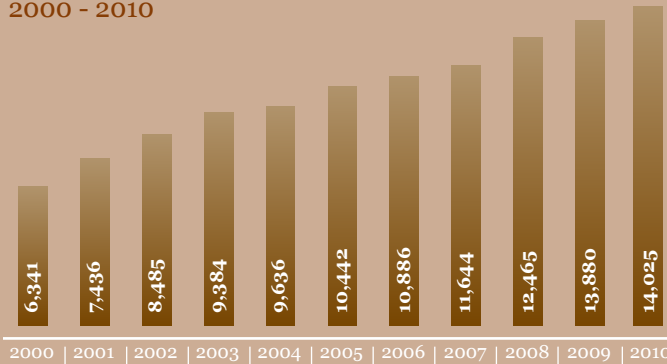
Total Patients
2000 - 2010



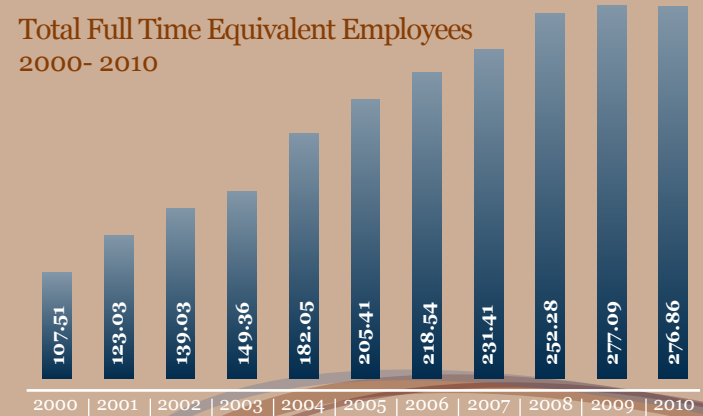
Total Patient Encounters
2000 - 2010



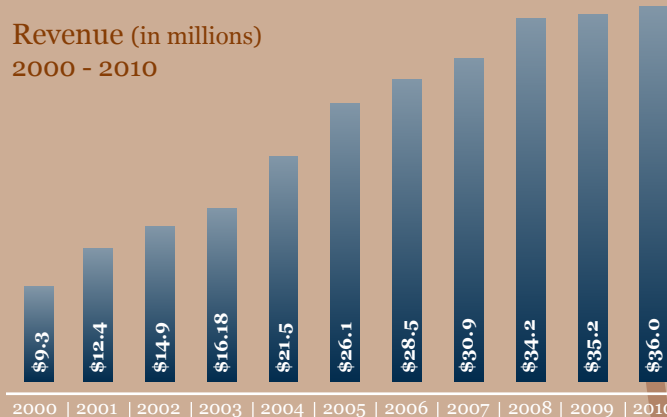
Total Migrant/Seasonal Farmworker Patients
2000 - 2010



Total Full Time Equivalent Employees
2000 - 2010



Revenue (in millions)
2000 - 2010

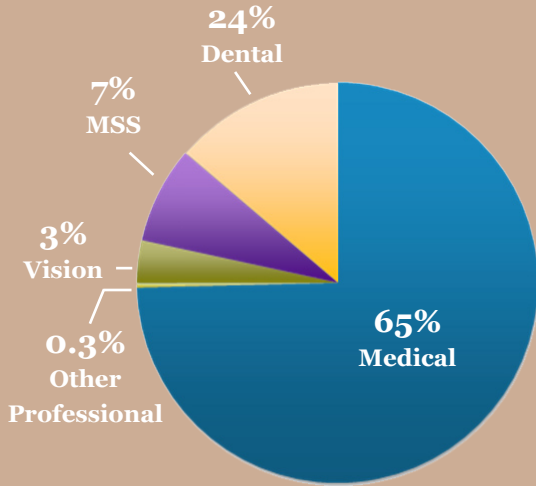


“Since 2000, CBHA has given me primary care for medical, dental and vision. I have found the doctors and staff to be kind and courteous and feel that I have gotten excellent care. I really like having my records in one place and not having to go out of town for routine care.”

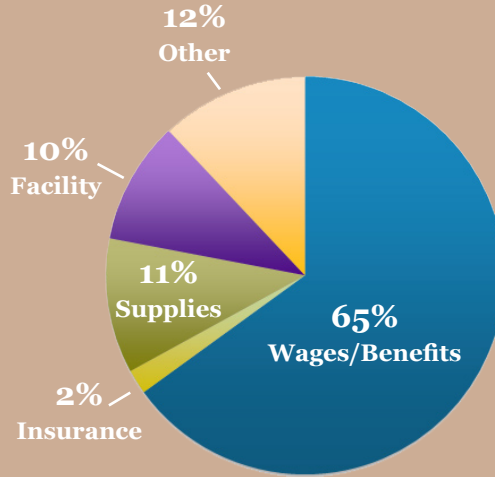
- Robert Sturm, Patient



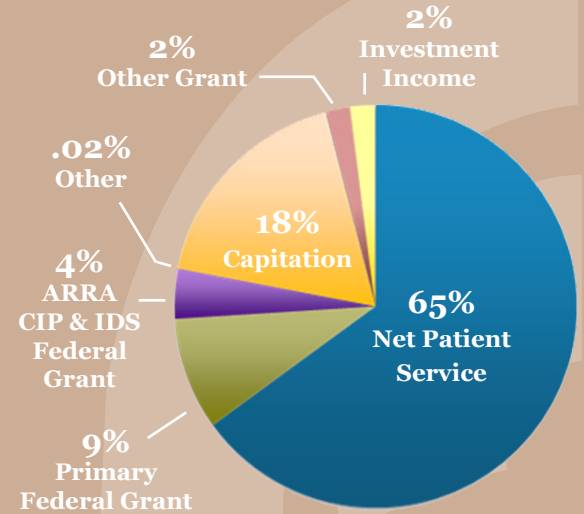
2010 Overview



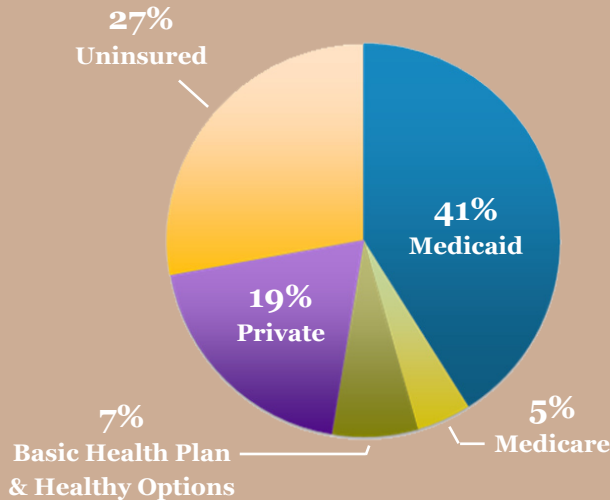
Total Patient Encounters



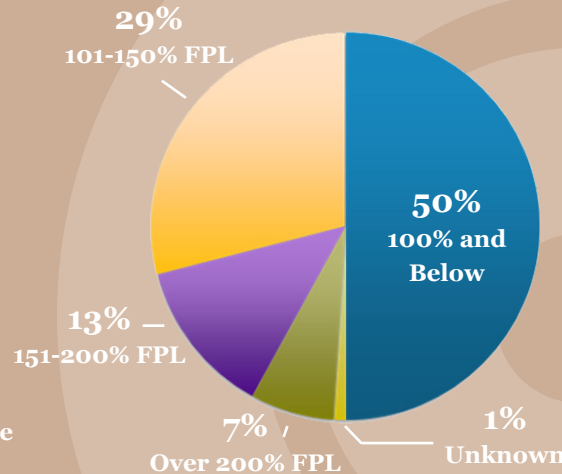
Operating Expenses



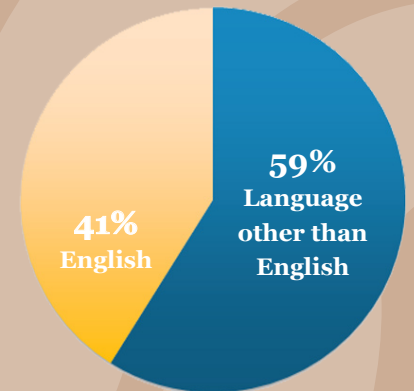
Revenue by Source



Patient Health Care Coverage Source



Patient Income by Federal Poverty Level (FPL)



Primary Language of Patients

Clinical Services

Family Medicine

- Comprehensive preventative medical care
- Assessment and care for chronic health conditions
- Inpatient and outpatient services
- Sports and rehabilitative medicine
- Adult cholesterol screening and physicals
- Adult pneumovax and other vaccines
- Diabetes screenings - Diabetic shoe program
- Osteopathic manipulation
- Obstetrics

OB/GYN - Women's Health Care

- Comprehensive women's healthcare
- Prenatal, delivery and postpartum care
- On-site OB ultrasound
- Fertility assessments
- Comprehensive screenings
- On-site bone density scans
- Endometrial Ablation (performed in hospital)
- Office Hysteroscopy
- Office Urodynamics

Pediatrics

- Newborn through adolescence care
- Regular screenings for vision and hearing
- Regular screenings for childhood illness and disease
- Case management for diabetes, asthma and ADHD
- Care for acute childhood illness
- Medical home for children with special needs

Dental Care

- Diagnostic services, examinations and radiographs
- Fluoride treatment and sealants
- Restorative services, amalgam and composite fillings
- Endodontics and root canals
- Periodontics, scale and root planing
- Oral surgery and extraction
- Orthodontics
- Pedodontics
- Full and partial denture services
- Dental implants

- Crowns
- Teeth bleaching

Immunizations

- "Best Practices" Immunizations program
- DTaP/TDaP/Td, HiB, Hepatitis A and B, Polio, MMR, Gardasil/HPV, Meningococcal, Varicella, Rotavirus, and influenza including H1N1 vaccinations

In-House Lab

- Rapid turnaround results
- Fully interfaced with the EMR
- Lab at each medical facility

Internal Medicine

- Care for chronic conditions (diabetes, arthritis and heart disease) and the chronically ill
- Intensive care for the elderly
- Anticoagulation management

Pharmacy

- Located at Othello Family Clinic and Wahluke Family Clinic
- Available to privately insured, Medicaid, Medicare and fee-for-service patients
- Clinic-based retail pharmacy
- Low-cost medication plan available

WIC Nutrition Program

- Nutrition program for pregnant women, infants, and children
- Health screening, nutrition education and counseling interventions
- Supplemental foods to promote healthy eating habits
- Breastfeeding promotion and support
- Referrals to health and other social services

Maternity Support

- Preventive health services for healthy pregnancies and positive birth outcomes
- Assessments, education, counseling, and linkage to needed community resources
- Interventions provided by an interdisciplinary

- team of nurses, nutritionists, behavioral providers, and community health workers
- High-risk case management

Early Intervention Services

- Screening & evaluation for early delays for children from birth to three
- Support for parents
- Link to resources and services for early learning and development

Behavioral Health

- Works closely with primary care providers in the care of an individual's behavioral health well-being
- Provides assessment and brief therapy for individuals with behavioral health needs such as depression, anxiety, substance abuse, and other behavioral health issues
- Crisis interventions and management
- Assistance with referrals and transition for specialized or long-term services

Health Education

- Patient education services designed to promote prevention and healthy lifestyles
- Diabetes education
- Chronic disease management and support
- Health literacy
- Community prevention awareness

Vision & Eye Care

- Comprehensive eye exams
- Eye wear and contact lenses to meet any budget
- Treatment for eye infection, injuries, systemic diseases and other eye-related issues
- Diabetic eye exams
- Pre and post operative care for surgical procedures

Other Services

- Van transportation program
- Medication delivery program
- Interpretative services
- Patient services including referrals to specialists
- Sliding fee

Jan

Feb



CONNELL FAMILY DENTAL CLINIC

Dental services moved into the beautiful new clinic February 1, 2010. This clinic includes 7 dental operatories with the ability to add 2 more and state-of-the-art dental equipment.

Mar

CBHA LAUNCHES SPANISH WEBSITE

In March, CBHA launched a new Spanish website to accommodate Spanish speaking patients.



Apr



VOCERA COMMUNICATIONS

April marked the beginning of CBHA's utilization of the Vocera Communications System, a hands free device that responds to spoken commands. The system has improved communication between departments which has improved patient flow and increased patient and staff satisfaction.

May

Jun



CFDC GRAND OPENING

CBHA held Connell Family Dental Clinic's Grand Opening on June 3, 2010. Guests included Representative Susan Fagan.

Jul

Aug

PESTICIDE SAFETY VIDEO

CBHA's Pesticide Safety program produced a safety video that is being distributed nationally by the Environmental Protection Agency. Since the program was introduced in the fall of 2008, 3,030 people have been educated on pesticide safety by CBHA staff.



Sep

ACADEMIC-PRACTICE NETWORK

In September, the Health Resources & Services Administration through its Office of Rural Policy awarded CBHA funding to develop the new South Central Washington Academic-Practice Network.

Oct

Nov



PARKING LOT EXPANSION

The Othello Family Clinic parking lot expansion was completed in November. The expansion provided additional parking space for 40 patient vehicles and a more efficient Pharmacy Drive-Thru.

Dec

Othello Family Clinic

140 E Main | Othello | (509) 488-5256

Othello Family Dental Clinic

140 E Main | Othello | (509) 488-5256

Othello EyeCare

140 E Main | Othello | (509) 488-2020

Wahluke Family Clinic

601 Government Way | Mattawa | (509) 932-3535

Wahluke Family Dental Clinic

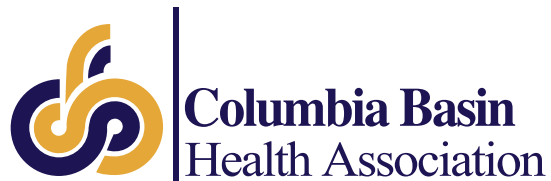
601 Government Way | Mattawa | (509) 932-3535

14th Avenue Medical Center

475 N 14th Ave | Othello | (509) 488-6644

Connell Family Dental Clinic

1051 S Columbia Ave | Connell | (509) 234-0551



www.cbha.org

