



2014



Annual Report



Columbia Basin
Health Association

AT CBHA – QUALITY MATTERS

Greg Brandenburg, CEO



For the past several years I have written a letter to the community about what is happening at CBHA. This year I would like to concentrate on quality. Everyone has his or her own definition of high-quality health care. For some people, that definition revolves around whether they can go to the doctor of their choice. For others, it means access to specialty care. The Institute of Medicine has defined quality health care as “safe, effective, patient-centered, timely, efficient and equitable.” The Agency for Healthcare Research and Quality defines quality health care “as doing the right thing for the right patient, at the right time, in the right way to achieve the best possible results.” Whatever the definition, at CBHA, quality matters!

How does CBHA continue to strive to provide the best possible quality health care? In December of 2014 CBHA achieved Patient Centered Medical Home (PCMH) Level 3 certification, the highest level possible, by the National Committee for Quality Assurance. The PCMH model is to make primary care more accessible, comprehensive, and coordinated; to improve patient outcomes; and to lower overall healthcare costs. The PCMH model at CBHA is based on a team approach that includes physicians, advanced practice nurses, physician assistants, nurses, pharmacists, nutritionists, dentists, optometrists and social workers to help coordinate our patients care in a one-stop shop model.

In May of 2014 CBHA was re-accredited by the Joint Commission for the 5th time since 2002. The accreditation process concentrates on operational systems critical to the safety and quality of patient care. To earn and maintain accreditation, an organization must undergo an on-site survey by a Joint Commission survey team every three years. The objective of the survey is not only to evaluate the organization, but to provide education and guidance that will help staff continue to improve the organization’s performance. Less than 30% of all health care organizations nationally are accredited.

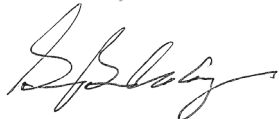
From July 15-17, 2014, CBHA underwent a HRSA Operational Site Visit. The Health Resources and Services Administration (HRSA), an agency of the U.S. Department of Health and Human Services, is the primary Federal agency for improving access to health care by strengthening the health care workforce, building healthy communities and achieving health equity. HRSA’s programs provide health care to people who are geographically isolated, economically or medically

vulnerable. Three surveyors' evaluated our compliance with the 19 health center program requirements and reported that CBHA passed all of the requirements with no findings, commenting that CBHA is a model of excellence in community and migrant health care. We were also recognized for several best practices, including our implementation of technology, our facilities, marketing to both the English and Spanish speaking populations, our clinical quality improvement program as it relates to our colorectal cancer screening project, our after-hours telephone triaging system, and our reader boards featuring the time of the next available appointment.

In December of 2014 the Department of Health and Human Services recognized CBHA as a proven leader in our quality improvement initiatives, and of the 1,113 health centers that were recognized, CBHA ranked 17th nationally.

- CBHA was recognized as a Health Center Quality Leader for being among the top 30 percent of all health centers that achieved the best overall clinical outcomes, demonstrating our ability to focus on quality in all aspect of our clinical operations.
- CBHA was recognized as one of only 57 health centers nationally to be designated as a National Quality Leader for exceeding national clinical benchmarks for chronic disease management, preventive care, and perinatal/prenatal care.
- CBHA was recognized for demonstrating at least a 10 percent improvement in clinical quality measures between 2012 and 2013.
- CBHA was one of only 332 health centers to be recognized for their use of electronic health records to report clinical quality measure data on all of their patients, a key transformational step in driving quality improvement.

Sincerely,

A handwritten signature in black ink, appearing to read 'Greg Brandenburg', written in a cursive style.

Greg Brandenburg

CBHA BOARD OF DIRECTORS

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Everett Cole

Enrique Miron

Vice Chair

Mike Garza

Maxine Taylor

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Secretary

Dora Beraza

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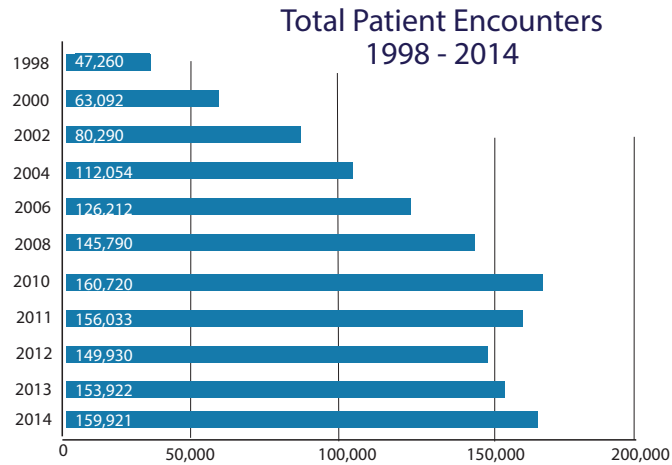
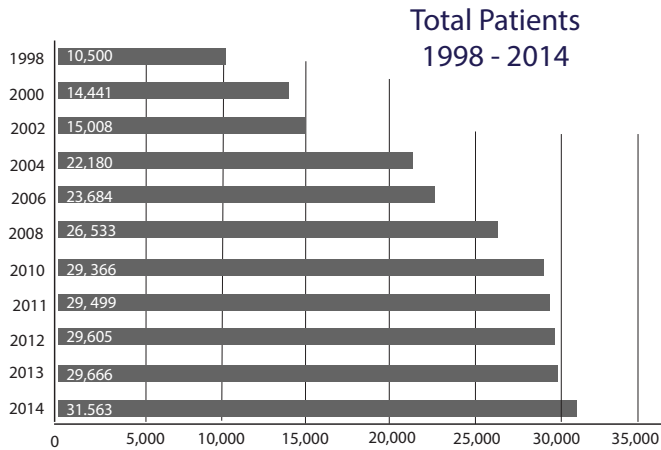
Joe Montemayor

Maggie Gutierrez

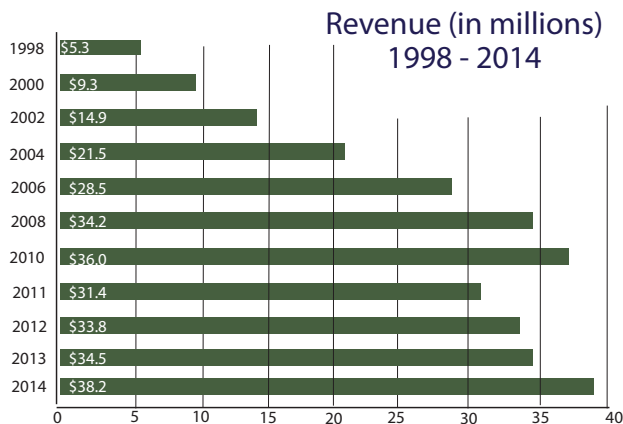
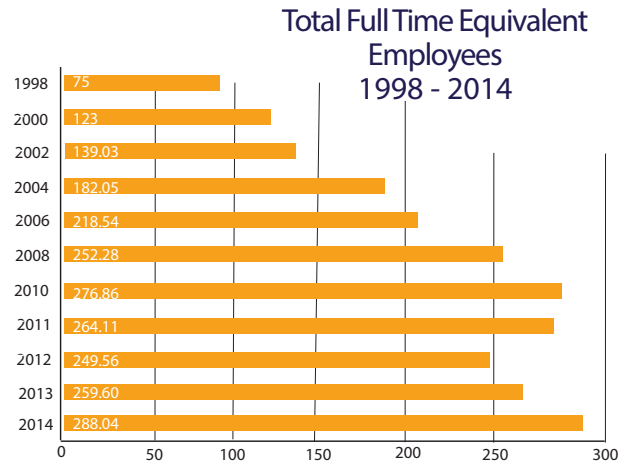
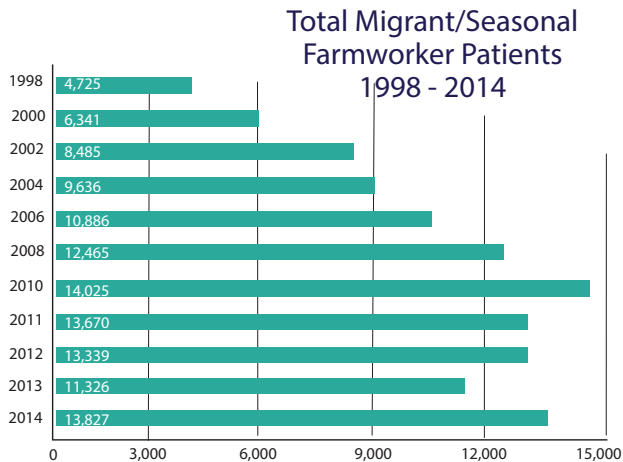
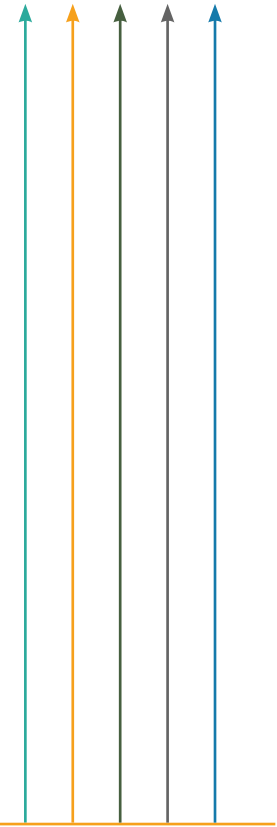
Ross Bushong



Keeping Healthy Those Who Feed the World



2014 GROWTH



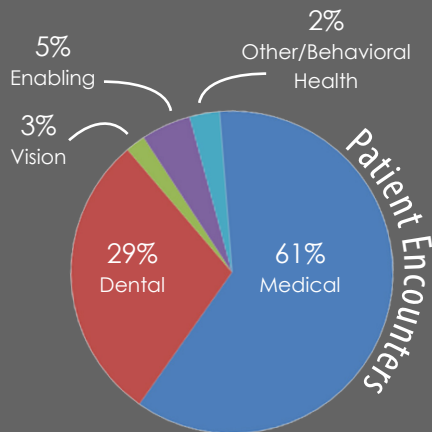
Our Mission

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

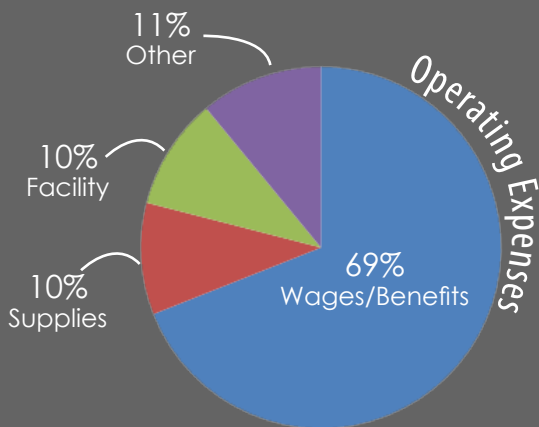
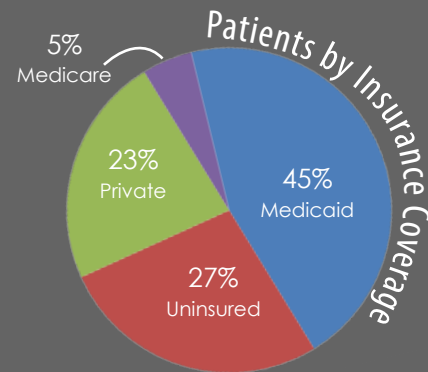
To be a model of excellence in patient satisfaction in community and migrant health care and a community leader in initiating and developing collaborative relationships.

2014 OVERVIEW



Number of Patients who used:

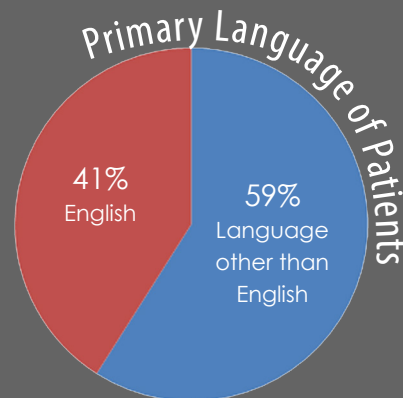
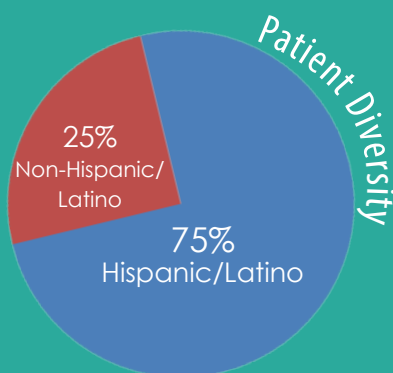
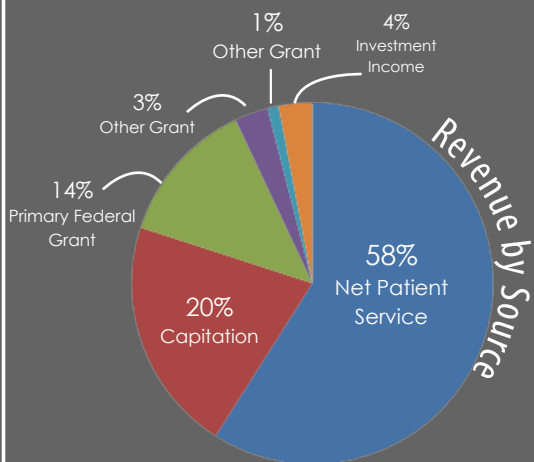
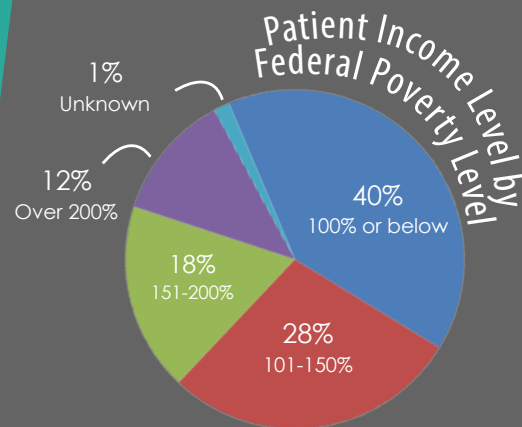
- Medical Services 27,227
- Dental Services 14,238
- Other/Behavioral Health 2,020
- Vision 5,476
- Enabling 1,675



In 2014,

Our Patient Benefits Department;

- Had 23 In-Person Assisters
- Assisted patients 23,531 times
- Submitted 3,323 Applications
- Enrolled Approximately 4,460 Patients



2014 OVERVIEW

PROVIDER OF THE YEAR

Dr. Dinglasan, Family Medicine



SUPERVISOR OF THE YEAR

Nieves Gomez, Clinic Manager



EMPLOYEES OF THE YEAR

*Maria Mendoza, RN
&
Maria Sanchez, Registrar*



CLINICAL SERVICES



Family Medicine

Complete medical care for the whole family.

EyeCare

Complete vision services as well as a large eye care and contact lens selection.



OB/GYN

Complete healthcare for women.

Lab and X-ray

In-house X-rays. In-house lab services provided by Interpath Laboratories.



Pediatrics

Immunizations, well-child exams, sports physicals and more for your growing children.

WIC Nutrition Program

Education, counselling and supplemental foods for pregnant women, post-partum woman and children up to age 5.



Dental Care

Dental and orthodontic services for adults and children.

Maternity Support

Prenatal and high-risk care management as well as education for pregnant and post-partum women.



Pharmacy

Located in OFC, WFC and CFC.
Available to all CBHA patients.

Behavioral Health

Support and guidance for mental health and well-being.



Other Services

Transportation
Interpretive services
Specialist referrals



Othello Family Clinic | 140 E. Main | Othello, WA | (509) 488-5256

Medical Hours:

9 am - 8 pm, M-Th;
9 am - 6 pm, F

Dental Hours:

7 am - 6 pm, M-F

EyeCare Hours:

8 am - 5 pm, M, W-F
10 am - 7pm, T

Pharmacy Hours:

9 am - 7 pm, M-Th
9 am - 6 pm, F

Wahluke Family Clinic | 601 Government Way | Mattawa, WA | (509) 932-3535

Medical Hours:

9 am - 6 pm, M-F

Dental Hours:

8 am - 5 pm, M-F

EyeCare Hours:

9 am - 5pm, M-F

Pharmacy Hours:

10 am - 6 pm, M-F

14th Avenue Medical & Dental Center | 475 N. 14th Avenue | Othello, WA | (509) 488-5256

Medical Hours:

8 am - 5 pm, M-F

Dental Hours:

7 am - 6 pm, M-F

Connell Family Clinic | 1051 S. Columbia Avenue | Connell, WA | (509) 234-0866

Medical Hours:

8 am - 5 pm, M-F

Dental Hours:

7:30 am - 5:30 pm, M-F

EyeCare Hours:

9 am - 5 pm, M-F

Pharmacy Hours:

9 am - 1 pm, M-F
2 pm - 5 pm, M-F