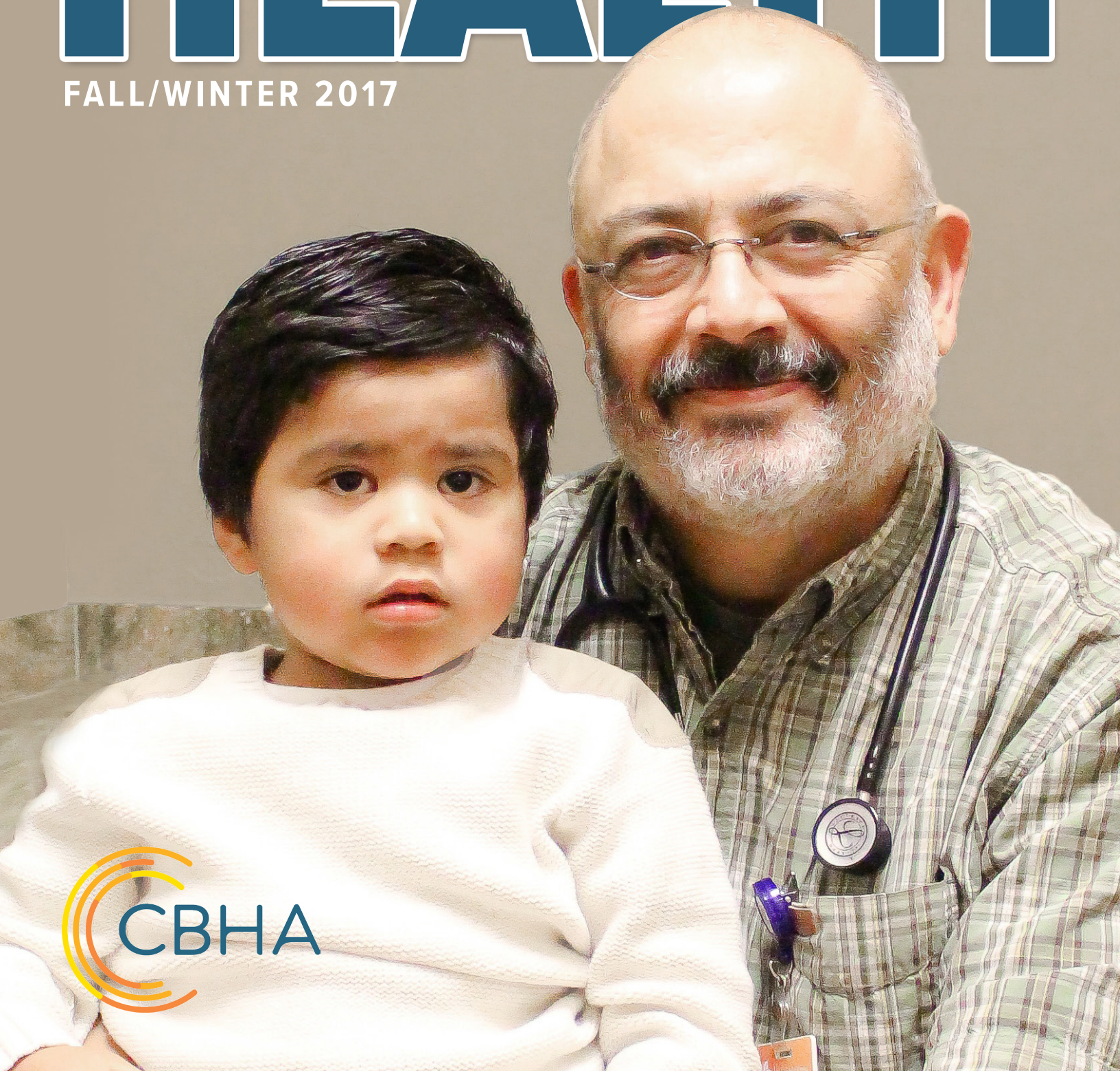


# HomeTown/In HEALTH

FALL/WINTER 2017





# Your Fully Integrated Healthcare Campus

**CBHA** (Columbia Basin Health Association) opened for business at its new 78,000 sq. ft. facility in Othello, Washington, on October 23rd, consolidating a breadth of clinical services from across multiple locations to better serve area patients.

Located just north of Highway 26 at the corner of 14th Avenue and 1515 E. Columbia Street in Othello, this first phase of the CBHA health campus continues the organization's 45-plus year mission of integrated care services with medical, dental, behavioral health, family services, eye care, pharmacy, lab and imaging all under one roof.

"We always work to be leaders in our community and industry, and to change the perception of rural healthcare and of CBHA," says CEO Greg Brandenburg. "Living in a rural community shouldn't mean our patients receive anything less than modern, quality care. We see it as our duty to continue to raise the bar and fulfill our mission to provide equal access to quality health care to all persons regardless of age, sex, color, ethnicity, national origin or the ability to pay. We will continue to strive to be a model of excellence in patient satisfaction in community and agricultural-worker healthcare, and a community leader in initiating and developing collaborative relationships."

Since purchasing the 20-acre property over three years ago, CBHA leadership has been working to bring never-before-of-

fered services to the new campus in the coming months, including nephrology, audiology, a walk-in clinic, and wound care. The decision to consolidate services to a single location maintains CBHA's long-standing commitment to provide the best care possible to the community, and is in line with CBHA's promise of "Keeping Healthy Those Who Feed the World."

"This campus will help us adhere to our value statement of providing clinical and service excellence, operational effectiveness, financial stability, and employee and provider engagement, innovation, and commitment to our organization and to our communities," says COO Dulcye Field.

CBHA operates multi-service facilities in Othello, Mattawa and Connell, and sees up to 35,000 patients a year across all locations and service offerings. Total patient volumes continue to grow, increasing toward 5-percent per year over the last several years. Until recently, services for Othello patients were spread across four different locations, making it more difficult for patients with mobility issues or transportation challenges, and those visiting with their small children to coordinate visits.

"We were bursting at the seams in buildings that had been retrofitted for healthcare use, asking patients to move between locations for care," shares CFO Kent Mosbrucker. "Improving the ease and efficiency for patients was central to moving forward

with the medical campus, with conscious consideration for patient and provider flow alike."

Partnering with architectural-design/build firm Neenan Architecture, CBHA leadership planned the new facility around the patient-customer. The CBHA team invested well over 18 months in planning discussions, with site visits to other community facilities in several states. Thoughtful design analysis and other considerations were made to best optimize the Team Health concept and improve the visitor experience through efficient patient and staff flow, structural and technical evaluation for modern equipment installation, and capacity planning for future services that are otherwise inaccessible in the local area.

CBHA celebrates regional geographical details in its aesthetic design, with an open galleria-style structure that includes visual references to the local diverse agricultural landscape and Columbia River, as well as art work from regional artists. Leadership intentionally designed an inviting place for community members to obtain services and gather to discuss wellness topics, or simply to enjoy a book at the café.

Subsequent stages of the campus buildout are already in the planning, development and implementation phases, including 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. Future services under consideration on the campus include healthy-cooking and exercise classes; a farmer's market; and hosting of the

American Cancer Society Relay for Life, dental same-day crowns, and visiting cardiology and orthopedic specialists.

"The timing was right to make this investment on behalf of CBHA patients and area residents, and was made possible with favorable financing rates and utilization of New Market Tax Credit financing," says Mosbrucker.

This campus project was made possible through a combination of CBHA's conservative fiscal management and well-timed financing (in conjunction with a stipulated sum, or fixed-bid design/build contract), which were keys to managing project cost risks.

Agrees Brandenburg: "In the development of a new campus that is custom-built with modern clinical technology and space to expand services, we saw a unique opportunity to better deliver our commitment of integrated-care Team Health services. Our goal is to provide the best rural healthcare experience for our patients to receive care, our employees to work, and our providers to practice healthcare, helping our stakeholders reap the benefits of this campus for years to come."

For more information regarding CBHA or our new Healthcare Campus, please contact Blake Barthelme, VP of Business Development at 509-488-5256.



## Badge System to Increase Efficiency

What do the Othello Clinic, Stanford Children's Health, Virginia Mason and Johns Hopkins all have in common? They all use a state of the art technology from Versus to improve your patient experience.

Patients at CBHA are now given a Versus badge by a patient services representative when they arrive at the clinic. This badge is used to guide the patient through their visit, and gives

cues to staff to indicate when specific steps in the process are completed. Healthcare providers are able to efficiently determine which patients are ready for care via this system.

"Our goal is always to improve patient wait times and care for the patient in the best possible way," Chief Operating Officer, Dulcye Field said.



## Occupational Hearing Tests Now Available

Occupational hearing tests are now being offered at the Othello Clinic. “We have had requests for this service,” Dulcye Field, Director of Operations, said.

CBHA physician, Dr. Al Atfeh, has received specialized training to conduct these tests on an Audiometric machine.

“OSHA requires many industries to conduct hearing tests when new employees are hired,” Dr. Atfeh said. “We do baseline testing at the time of hire, and test annually after that per OSHA requirement.”

For more information, contact either Dulcye Field, DOO or Dr. Atfeh by calling 509-488-5256.

# Managing Diabetes

Long time Othello resident Olivia Salas made her first visit to the Othello Clinic recently. “A navigator (patient service representative) met me as I entered and helped direct me to where I needed to go,” she said. “The new clinic is really pretty and I felt very comfortable being here.”

CBHA has always served Olivia’s health care needs – medical, dental, vision and behavioral health. Dr. Randy Bunch is her medical provider and Dr. Callin Passey is her optometrist. Olivia also receives her dental care at CBHA.

Olivia was diagnosed with diabetes 24 years ago during her first pregnancy. Blood sugar levels returned to normal readings after the pregnancy only to rise to higher levels later. She gave birth to twins six years later. “Dr. Bunch delivered my babies and has cared for us all ever since,” Olivia said.

Dr. Bunch stressed the importance, when caring for diabetic patients, of keeping careful watch over their medical,



vision, dental and mental health at the same time. “That is the beauty of having all these services available at CBHA,” he said.

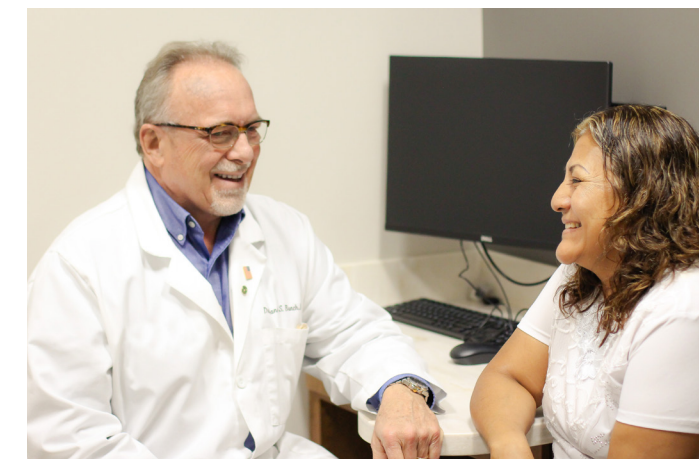
Olivia said she learns so much when she meets with CBHA registered dietitians Karlee Kerr and Gabriela Araico. “I meet with the counselors in behavioral health when the stress of living with diabetes starts to bother me emotionally.”

Olivia pays careful attention to her health. She regularly checks her blood levels and has learned to recognize the warning signs when the sugar levels in her blood become dangerously low. Symptoms include blurry vision, dizziness and episodes of sweating. Olivia takes oral medication during the day and an injection of insulin at bedtime.

Olivia gets regular exercise and enjoys walking when the weather permits. She is on a mission to educate her children and teach them to eat properly. “My son goes to the gym and his sister is picking apples as we speak,” she said.

Olivia’s father was diagnosed with diabetes four years ago; her brother died from diabetes one year ago.

“I want to do everything in my power to keep my children from going through what my father, brother and I have gone through.”



## Protect Against the Flu

Flu season officially began Oct. 1st and runs through March 30th. Some years it begins earlier – some later.

The really important thing is to protect yourself against it by getting a flu shot. “If you haven’t gotten your flu vaccine yet, we encourage you to do so as soon as possible,” Jenny Day, CBHA nurse manager, said. “It takes about two weeks after vaccination for antibodies that protect against the flu to develop in the body.”

Day said it is particularly important for children and adults in vulnerable population groups to be vaccinated. Vulnerable people include children under five, pregnant women and those with pre-existing medical conditions such as asthma, diabetes, or heart disease.

She stressed that there is still time to get vaccinated. There also is plenty of vaccine. The nasal flu vaccine will not be available again this year.

The more people get vaccinated, the more everyone will be protected from the flu. Jenny Day can be reached by calling CBHA at 509-488-5256 for more information.



## Diabetic Eye Exams

Don’t let your vision dictate whether you go to get an eye exam or not. “Get yearly dilated eye exams regardless,” urges CBHA Optometrist Dr. Callin Passey. “A person might feel that their vision is perfect and they can see the 20/20 row more times than not. If Diabetic Retinopathy is present, it will not start in the central vision. It goes undetected and can eventually lead to blindness.”

Make sure to work closely with your medical provider regarding diet, exercise and medication management. Don’t assume your numbers are stable; Be proactive and diligent about follow up visits.





# Help for Jayden

Jayden Barrera was born November 28, 2014. His mother, Evelyn Barrera, said he did very well the first year; he grew, turned over, learned to crawl, walk and was vocalizing “mamma, dad-da.”

However, around that time Evelyn noticed troublesome signs. Jayden stopped talking. Jayden’s dad passed away when he was 18 months old. Relatives and friends told Evelyn that Jayden wasn’t talking because of that, but she knew better.

Her concern grew as Jayden reverted back to crawling instead of walking; he also began hitting himself. “Then he started banging his head against the wall,” she said. “I would walk into a room and find him doing this when no one else was in the room so I knew it wasn’t just to gain attention.”

Evelyn works as a certified medical assistant at the Wahluke Family Clinic in Mattawa. She has an opportunity to interact with young children on a regular basis and observe their behaviors.

When Jayden hadn’t resumed talking by the time he was 18 months old, Evelyn knew something was wrong. She had Jayden evaluated by CBHA family physician, Dr. Al Atfeh, who agreed Jayden was speech delayed; he prescribed therapy and enrolled him in the clinic’s Birth to Three program.

Jayden didn’t improve and developed other worrisome behaviors, such as repeatedly moving his head up and down.

At this point Dr. Atfeh administered a test called the MACHAT which Jayden failed. Further advanced testing resulted in Jayden being diagnosed with autism.

Occupational therapy has continued on a weekly basis ever since. “He is so much better,” Evelyn said. “He is walking again and relating to people. He used to be very fearful around people and cry, now he seems pretty comfortable. He still hits himself at times but not as often or as hard. “We (Evelyn’s mother is Jayden’s caregiver when Evelyn is at work) have learned how to work with him and calm him down when he becomes anxious. Jayden still doesn’t speak; however, he is learning to communicate via sign language. We use flash cards and he can communicate and tell me what he wants.”

Evelyn is so grateful she was able to seek help at an early age for Jayden. The earlier a child is diagnosed with autism, the better the treatment options. Evelyn is also appreciative of the services she has been able to access at CBHA for Jayden and to Dr. Atfeh for his help and encouragement along the way.

Jayden is now under the care of CBHA pediatrician, Dr. Gabe Barrio. Evelyn took Jayden in recently for an appointment with Dr. Barrio. Jayden was clearly enjoying playing with his mother’s phone.

“He is very technology fluent,” Evelyn said. “He quickly learns new programs. He knows how to get in and out of YouTube and play the songs he likes. Because he is so technology fluent we are using that as a program in conjunction with the flash cards. He will be able to take that technology into pre-school and that will help him communicate with his teachers. Overall, I’m so happy that he has improved so much since we began treatment!”



## Full-Time Pediatric Dentistry Available

Dr. Bob Traficante, DDS, pediatric dentist, joined the CBHA Dental Staff this past summer.

“We are pleased to have him here,” Dr. Alvin Thien, Dental Director, said. “We have always provided dental care to children,” Thien said. “However, we have only been able to offer specialized care on a part-time basis in the past. Dr. Traficante’s arrival enables us to make it available on a full-time basis.”

## Autism in Kids

Some children with autism show symptoms within the first months of life. Others, like Jayden, develop normally for a period of time and then stop gaining new skills and start losing skills already acquired.

“Every child is different,” Dr. Gabe Barrios, CBHA pediatrician, said. “There are some ‘red flags’ that suggest a child is at risk for autism. However, some children without autism might exhibit some of these symptoms as well.”

Possible signs of autism in babies and toddlers:

**By three months:**

- no social smiles or other warm, joyful expressions directed at people
- limited or no eye contact

- no sharing of vocal sounds, smiles or other nonverbal communication
- By six months:**
- no babbling
  - no use of gestures to communicate (e.g. pointing, reaching, waving, etc.)
  - no response to name when called

**By 16 months**

- no words

**By 24 months**

- no meaningful two-word phrases
- loss of any previously acquired speech, babbling or social skills

Dr. Barrio stressed that people, other than infants and toddlers, may also show possible signs of autism. These symptoms may include:

- avoids eye contact and prefers to be alone

- struggles with understanding other people’s feelings
- remains nonverbal or has delayed language development
- repeats words or phrases over and over
- gets upset by minor changes in routine
- has highly restricted interests
- performs repetitive behaviors, such as flapping, rocking or spinning
- has unusual and often intense reactions to sounds, smells, tastes, textures, lights and/or colors

Autism is a difficult disease to diagnose and treat. It is important to seek medical help as soon as possible. “We are seeing such improvement with Jayden,” Dr. Barrios said. “His mother did the right thing in seeking medical attention right away!”



# 2016 Staff Awards

## EMPLOYEE OF THE YEAR



**ALMA ALVAREZ**  
Medical Assistant Certified

## PROVIDERS OF THE YEAR



**JESSICA SMITH, PHARM D**  
Director of Pharmacy



**JONATHAN MADERA**  
Site Director

## SUPERVISOR OF THE YEAR



**DR. RANDEL BUNCH**  
Medical Provider

## OTHELLO CLINIC

1515 E Columbia St • Othello  
509.488.5256

**MEDICAL**  
Monday – Friday  
7 am – 7 pm

**EYE CARE**  
Mon, Wed & Fri: 8 am – 5 pm  
Tue & Thurs: 10 am – 7 pm

**DENTAL**  
Monday – Friday  
7 am – 6 pm

**PHARMACY**  
Monday – Friday  
8 am – 7 pm



## CONNELL CLINIC

1051 S Columbia Ave • Connell  
509.234.0866

**MEDICAL**  
Monday – Friday  
9 am – 5 pm

**EYE CARE**  
Monday – Friday  
8 am – 5 pm

**DENTAL**  
Monday – Friday  
7 am – 6 pm

**PHARMACY**  
Monday – Friday  
9 am – 5 pm



## WAHLUKE CLINIC

601 Government Way • Mattawa  
509.932.3535

**MEDICAL**  
Monday – Friday  
9 am – 6 pm

**EYE CARE**  
Monday – Friday  
9 am – 5 pm

**DENTAL**  
Monday – Friday  
7:30 am – 5:30 pm

**PHARMACY**  
Monday – Friday  
10 am – 6 pm



## Dr. Bob Traficante

**FROM:** Texas

**EDUCATION:** Bachelors, Biology, Trinity University; DDS and Certificate in Pediatric Dentistry, University of Texas, Dental Branch; Served in US Navy as a Dental Corp Officer (1980- 2007) providing pediatric dental services around the world.

**HOBBIES/INTERESTS:** He follows his favorite football team—the University of Texas. He and his wife have two grown daughters.



## DENTIST

## Gem Cabero

**FROM:** California

**EDUCATION:** Master of Science Healthcare Administration, CSU East Bay; Master of Science Physician Assistant Studies, MCPHS University

**HOBBIES/INTERESTS:** She enjoys cooking, particularly Asian food. Seasonal activities like golf, kayaking, hiking and snowboarding keep her outdoors year round. She likes to travel as frequently as she can.



## MHA, PA-C

## Jennifer L. Bisig

**FROM:** Tacoma, WA

**EDUCATION:** University of Washington, School of Pharmacy

**HOBBIES/INTERESTS:** She enjoys traveling and spending time with family and friends. She and her husband have three children. She loves to read and enjoys a wide range of books, including fiction and nonfiction. She also loves music and attends concerts whenever she can.



## PHARMACIST

## Dr. Kelly Monroe

**FROM:** Denver, CO

**EDUCATION:** Bachelor of Science, Indiana State University; Doctor of Dental Surgery, Indiana University of School of Dentistry

**HOBBIES/INTERESTS:** She is an outdoor person. She loves to run, hike, walk, snow board and paddle board. She shares many of the same interests with her husband, Gabe. They have a 100 pound Agentinian Mastiff.



## DENTIST

## Michelle Taylor

**FROM:** Florida

**EDUCATION:** Master's and Doctorate Degrees, Psychiatric Mental Health ARNP, University of South Alabama.

**HOBBIES/INTERESTS:** She is married. She has a daughter who is a senior in college. She enjoys going on hikes and loves being outside with her family and two dogs.



## PSYCHIATRIC ARNP

## Paul Anderson

**FROM:** Moses Lake

**EDUCATION:** Bachelor of Science in Pharmacy, Washington State University

**HOBBIES/INTERESTS:** His life is centered around family. Paul and his wife enjoy weekend trips on his motorcycle. He and his sons enjoy target shooting. Paul also likes to cook; big holiday dinners are his specialty.



## PHARMACIST

# Welcome New Providers

# Life at CBHA

“I am fortunate to be able to work for CBHA - an organization where my personal commitments and the organization’s mission align.”

“CBHA has a passion for employee wellness and giving back to the communities we serve. This organization has made me feel important and I am thankful for that.”



Apply Now: [CBHA.org](https://www.cbha.org)

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