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.

Greg Brandenburg, CEO
CBHA BOARD OF DIRECTORS

Chair
Mike Garza
Enrique Miron

Vice Chair
Janelle Andersen
Everett Cole
Martin Gallardo

Secretary
Dora Beraza
Maxine Taylor
Debbie Buss

Treasurer
Joe Montemayor
Maria Rosales
Pete Perez
2016 GROWTH

TOTAL PATIENTS

10,500 14,441 15,008 22,180 26,533 29,366 31,563 34,569

TOTAL FULL TIME EQUIVALENT EMPLOYEES

75 123 139.03 182.05 218.54 252.28 276.86 249.56 288.04 328.54

TOTAL MIGRANT/SEASONAL FARMWORKER PATIENTS

4,725 6,341 8,485 9,636 10,886 12,465 14,025 13,339 13,827 15,430

TOTAL PATIENT ENCOUNTERS

47,260 96,092 80,290 112,054 126,212 145,790 160,720 149,930 159,921 173,672

REVENUE (IN MILLIONS)

5.3 9.3 14.9 21.5 28.5 34.2 36 33.8 38.2 47.9
### COMMUNITY SUPPORT - $71,654.99

<table>
<thead>
<tr>
<th>Event</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Royal City Summerfest</td>
<td>$500.00</td>
</tr>
<tr>
<td>Connell Community Events</td>
<td>$1,875.00</td>
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<tr>
<td>CBHA Thanksgiving Food Drive</td>
<td>$5,256.15</td>
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<tr>
<td>Othello Chamber 4th of July</td>
<td>$1,000.00</td>
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<tr>
<td>Mattawa Community Events</td>
<td>$800.00</td>
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<tr>
<td>Sports Teams Scholarships</td>
<td>$1,800.00</td>
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<tr>
<td>Sandhill Crane Festival</td>
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<tr>
<td>Othello Community Hospital</td>
<td>$1,000.00</td>
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<tr>
<td>Old Hotel</td>
<td>$1,000.00</td>
</tr>
<tr>
<td>Sports Physicals Donation to Schools</td>
<td>$1,410.00</td>
</tr>
<tr>
<td>American Cancer Society Relay for Life</td>
<td>$2,528.88</td>
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<tr>
<td>Columbia Basin Jr. Livestock Show</td>
<td>$16,143.90</td>
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<tr>
<td>Adams County Fair</td>
<td>$8,000.00</td>
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<tr>
<td>CBHA Healthy Futures Scholarships</td>
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</tbody>
</table>

### STAFF TURNOVER

**Decrease total staff turnover to less than 18% in Fiscal Year 2016**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Term'd</td>
<td>72</td>
<td>46</td>
</tr>
<tr>
<td>Voluntary</td>
<td>58</td>
<td>38</td>
</tr>
<tr>
<td>Involuntary</td>
<td>14</td>
<td>8</td>
</tr>
<tr>
<td>Turnover</td>
<td>20.68%</td>
<td>13.58%</td>
</tr>
</tbody>
</table>

### COST OF TURNOVER

**Calc. @ 25% of Salary**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of Turnover</td>
<td>$753,190.08</td>
<td>$457,721.75</td>
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</tbody>
</table>
PROVIDERS OF THE YEAR
Jessica Smith, PharmD
Dr. Randel Bunch

SUPERVISOR OF THE YEAR
Jonathan Madera

EMPLOYEE OF THE YEAR
Alma Alvarez
ALL THE CARE YOU NEED UNDER ONE ROOF

Family Medicine
Behavioral Health
WIC Nutrition Program
Lab & X-Ray
EyeCare
OB/GYN
Pediatrics
Dental Care
Pharmacy

Transportation | Interpretive Services | Specialist Referrals
<table>
<thead>
<tr>
<th>Clinic</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Othello Family Clinic</td>
<td>140 E. Main</td>
<td>Othello, WA</td>
</tr>
<tr>
<td>Medial Hours:</td>
<td>M-F: 8am - 8pm</td>
<td></td>
</tr>
<tr>
<td>Dental Hours:</td>
<td>M-F: 7am - 6pm</td>
<td></td>
</tr>
<tr>
<td>EyeCare Hours:</td>
<td>M, W-F: 8am - 5pm</td>
<td></td>
</tr>
<tr>
<td>Pharmacy Hours:</td>
<td>M-Th: 9am - 7pm</td>
<td></td>
</tr>
<tr>
<td></td>
<td>F: 9am - 6pm</td>
<td></td>
</tr>
<tr>
<td>Wahluke Family Clinic</td>
<td>601 Government Way</td>
<td>Mattawa, WA</td>
</tr>
<tr>
<td>Medial Hours:</td>
<td>M-F: 9am - 6pm</td>
<td></td>
</tr>
<tr>
<td>Dental Hours:</td>
<td>M-F: 7:30am - 5:30pm</td>
<td></td>
</tr>
<tr>
<td>EyeCare Hours:</td>
<td>M-F: 9am - 5pm</td>
<td></td>
</tr>
<tr>
<td>Pharmacy Hours:</td>
<td>M-F: 10am - 6pm</td>
<td></td>
</tr>
<tr>
<td>Connell Family Clinic</td>
<td>1051 S. Columbia Ave.</td>
<td>Connell, WA</td>
</tr>
<tr>
<td>Medial Hours:</td>
<td>M-F: 9am - 5pm</td>
<td></td>
</tr>
<tr>
<td>Dental Hours:</td>
<td>M-F: 7am - 6pm</td>
<td></td>
</tr>
<tr>
<td>EyeCare Hours:</td>
<td>M-F: 9am - 5pm</td>
<td></td>
</tr>
<tr>
<td>Pharmacy Hours:</td>
<td>M-F: 9am - 5pm</td>
<td></td>
</tr>
<tr>
<td>14th Ave. Medical &amp; Dental Center</td>
<td>475 N. 14th Ave.</td>
<td>Othello, WA</td>
</tr>
<tr>
<td>Medial Hours:</td>
<td>M-F: 8am - 5pm</td>
<td></td>
</tr>
<tr>
<td>Dental Hours:</td>
<td>M-F: 7am - 6pm</td>
<td></td>
</tr>
</tbody>
</table>