

Hometown HEALTH

SUMMER 2024



**BROUGHT TO YOU BY THE
CBHA MARKETING TEAM**

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PASCO CLINIC
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WAHLUKE CLINIC
601 Government Way

**For Clinic Departments and Hours:
CBHA.org • 509.488.5256**



CBHA.WA



CBHA_WA

Information in Hometown Health comes from a wide range of experts. If you have any questions or concerns about specific content that may affect your health, please contact your provider.

Celebrating Growth and Success at CBHA

I'm thrilled to share some exciting updates from CBHA as we continue to expand our services and strengthen our commitment to providing exceptional healthcare to you, our patients, and our communities.

NEW PASCO MEDICAL CLINIC AND ROYAL CITY DENTAL CLINIC: A STRONG START

Our newest additions, the Pasco Medical Clinic and Royal City Dental Clinic have made an impressive entrance into their respective communities. Since opening our doors, we have been met with enthusiasm and appreciation from residents, reaffirming the need for accessible, high-quality healthcare services. We're proud to be a part of these vibrant communities and look forward to serving them for years to come. *Read more about our Pasco and Royal Clinic on pages 8-11.*

WELCOMING NEW PROVIDERS TO CBHA

We're delighted to welcome a talented group of new providers to the CBHA family. Ethan Washburn, Andrew Horne, Rebecca Pendell, Jarom Hayward, Indy Saravaiya, Rebecca Stuart, Andres Lima, and Maria Castillo bring a wealth of experience and expertise to our team. We're excited about their unique perspectives and contributions as we strive to enhance the health and well-being of our patients. *Learn more about our new providers on pages 12-15.*

INTRODUCING MYCBHA PATIENT ENGAGEMENT PLATFORM

Empowering our patients to take control of their healthcare journey is a top priority for us. That's why we're thrilled to introduce the MyCBHA Patient Engagement Platform. With this user-friendly platform, patients can access their medical records, review lab results, schedule appointments, and even refill medications—all from the convenience of their own homes. We believe that providing easy access to essential healthcare services is key to improving patient outcomes and satisfaction. *Check out the myCBHA app on page 16.*

CONNELL DENTAL REMODEL: A FRESH LOOK FOR ENHANCED CARE

We're excited to announce the completion of the remodel of our Connell Dental Clinic. This renovation not only gives our clinic a fresh and modern look but also enhances the comfort and convenience of our patients. We're committed to providing the highest standard of dental care, and this remodel reflects our dedication to creating a welcoming environment for everyone who walks through our doors. *You can see before and after pictures from the remodel on page 4-5.*

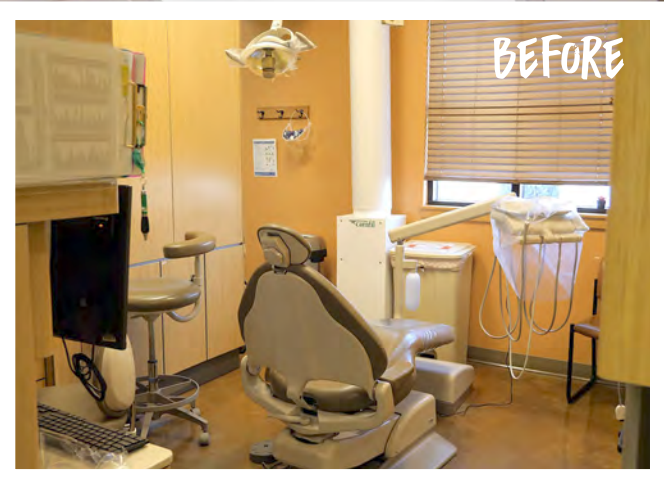
SUCCESSFUL ALL STAFF MEETING: RECOGNIZING EXCELLENCE

Our recent virtual All-Staff meeting was a testament to our team's dedication and professionalism. The level of engagement and enthusiasm displayed by everyone was truly inspiring. We want to extend our heartfelt congratulations to all of the "of the year" winners for their outstanding contributions and commitment to excellence. Your hard work and dedication do not go unnoticed, and we're grateful to have you as part of the CBHA family.

As we continue to grow and evolve, we remain steadfast in our mission to provide compassionate, accessible, and patient-centered care to all. Thank you for your continued support and dedication to making CBHA a trusted healthcare provider in our communities.

Nieves Gomez,
CBHA President and CEO





A Fresh Look for Enhanced Dental Care

Dentistry is quickly moving into a digital age, and we want to ensure we are moving with it. Our Connell Dental Clinic offers our patients the best care with new features and state-of-the-art equipment, creating a welcoming environment for everyone who comes in.

The most significant change we have made through this remodel is installing new dental chairs. The unique rotation mechanism allows a dentist, hygienist, and dental assistant to convert from a right to a left-handed position within 15 seconds.

"This makes it very flexible for our staff to work on the same patient regardless of their dominant side. It also allows patients to be seen in any exam room with any provider, creating a shorter wait time," said Noel Orozco, Connell Clinic Manager.

Each of our exam rooms now have a single-door entry, which provides complete privacy. If your dental assistant needs to take pictures of your teeth, they can do so with the intraoral camera that is attached to the chair. After the picture has been taken, they can quickly show you the

current condition of your tooth through the screen mounted on the chair. This is also convenient for our dentists, who can quickly review your X-rays when providing treatment.

After your exam, our dental assistants can quickly flush the water and vacuum lines in the chair, creating a cleaner and sanitized area for the next patient. Every exam room also received new flooring, window shades, updated paint color, and new ceiling lights and tiles to improve natural lighting.

"Thank you for being patient with us through our Connell Dental Clinic remodel," said Noel Orozco.

“Our new dental chairs allow patients to be seen in any exam room with any provider, creating a shorter wait time”
Noel Orozco
Connell Clinic Manager

If you haven't seen your CBHA dentist in over a year, now is the perfect time to make your appointment and experience all these new features!



Chris Garza, Dental Support Coordinator showing off the cool new intraoral camera that can take a picture of each individual tooth.

Scan the QR code to check out the full video and see before and after pictures from the remodel.



“Pregnancy loss can result in feelings of discouragement, sadness, loneliness, anger, and guilt, and it’s my job to help my patients heal from that.”

Deyanira Gonzalez
Behavioral Health Counselor

journey of success

Navigating Mental Health Through A Miscarriage

Your mental health can be affected in all kinds of situations like being in a toxic work environment, financially unstable, toxic relationships, you name it. But one situation that isn’t talked about enough and can sometimes be put off as “a normal reaction” is the mental health stability of a woman after they’ve experienced a miscarriage.

After Leslie Martinez had experienced her second miscarriage, she thought that the feelings and thoughts she was having were normal because that’s what she was being told by other women in her life. “Those words didn’t make me feel better. It made me feel worse,” said Leslie.

Leslie is a 24-year-old with a son and a husband. “Before my son, I had a miscarriage. And I didn’t give myself time to heal through that experience. I got pregnant again a few months later and had my son SJ.” A couple of months after her son turned a year old, she had a second miscarriage. “That destroyed me,” said Leslie. “I completely isolated myself and didn’t talk to anyone.”

DAYS PASSED, AND HER HUSBAND SAW THAT SHE WASN’T GETTING BETTER, and her husband saw that she wasn’t getting better, so he reached out to his family for help. “My mother-in-law came over to the house one day and, in the kindest way, told me that I needed to seek help. What I was experiencing wasn’t normal anymore.”

Leslie made an appointment with her Primary Care Provider and OB, Dr. Bashar Elali, to see if he could help. “I told him what was happening, and he referred me to CBHA’s Behavioral Health team.”

She was scheduled to meet with Deyanira Gonzalez, Behavioral Health Counselor. “Pregnancy loss can result in feelings of discouragement, sadness, loneliness, anger, and guilt, and it’s my job to help my patients heal from that,” says Deyanira.

During Leslie’s first visit with Deyanira, she didn’t know what to expect and wasn’t very open to talking. “Deya asked the hard questions that really helped me dig deep and find the root cause of my depression,” said Leslie. Deyanira gave her different exercises that could help calm her down for the times she would start feeling anxious or stressed. “She told me to write down what I was feeling whenever I started having bad thoughts or feeling anxious. Whether it was in a notebook or just the notes in my phone, and that really helped me a lot,” said Leslie.

YOUR MENTAL AND PHYSICAL HEALTH IS SO IMPORTANT AFTER EXPERIENCING A MISCARRIAGE, AND IT’S GOOD TO KNOW THE SIGNS AND SYMPTOMS OF SOMEONE WHO IS EXPERIENCING DEPRESSION AFTER A LOSS. “Signs to look out for would be persistent crying or sadness, feelings of guilt that do not lessen over time, lack of motivation and sleeping too much or too little,” says Deyanira.

It’s important to seek help when you start to recognize these symptoms in yourself, your spouse, daughter or friend who has gone through a miscarriage. “I’m so grateful to my family for pushing me to get help. Now we will be welcoming baby number two in November, and I can’t help but thank Dr. Elali and Deyanira for helping me find solutions and work through my mental health,” says Leslie.

At CBHA, we don’t just take care of your physical health. We see our patients as a whole and want to take care of their mind and body. Please reach out to our Behavioral Health team if you or someone you know has been experiencing any of these symptoms. Call/Text 509.488.52556 or schedule at CBHA.org.

If you’ve had a positive and amazing story with us, we would love to hear about it. Scan the QR code to share your experience.



Photo by: Ava Janae Photography



Anahi Sandoval, PSR



Gladia Acosta, MA-C



Maria Castillo, ARNP Family Practice



Alma Michel, MA-C



Tamara Campbell, Psychiatric ARNP



Navid Fregoso, PSR-C, and Anahi Sandoval, PSR



Jaeniffer Kaiser, ARNP Family Practice



Cynthia Colclasure, MA-C Lead

A Strong Start at Pasco Clinic

Our new Pasco clinic offers a welcoming environment for everyone who walks through our doors. Patients who come into this clinic can be seen for both Medical and Psychiatric Services.

MEDICAL SERVICES

Our amazing medical team can deliver care to patients of all ages, from pediatrics through geriatrics. The team consists of our ARNPs Jaeniffer Kaiser and Maria Castillo and our nursing staff. When you walk into one of our exam rooms, we want you to feel welcomed and comfortable. We are here to listen to you and help you reach your health goals.

Patients can be seen for physical examinations, immunizations, preventative care, routine diagnostic tests, and more. We want to ensure that you leave with your questions answered and feel better than when you came in.

PSYCHIATRIC SERVICES

Your mental health is just as important as your physical health. Our Pasco

Behavioral Health team is highly trained to address acute and chronic conditions. Patients can schedule screenings, evaluations, and a variety of behavioral health treatment options, as well as recovery support and medication-assisted treatment for substance dependence.

Our team works hard to provide culturally sensitive, confidential services in a safe and supportive environment. We want you to know you are not alone. We are here to listen and help you through whatever it is you're struggling with.

HEALTH INSURANCE

If you don't have health coverage, our Patient Benefits staff is available to help you apply for the Affordable Care Plan, also known as the discount program, so that patients can focus on keeping their families healthy. We also accept different forms of payment, including Apple Pay, card, or cash.

BEYOND THE CLINIC WALLS

CBHA prides itself on being involved and taking care of our communities. From providing school screenings to sponsoring local events, we want to make sure you are taken care of even outside of the exam room.

Come and find your Primary Care Provider with us. Schedule your Medical or Psychiatric appointment at CBHA's Pasco Clinic by scanning the QR code.



“Our Pasco clinic offers a welcoming and safe environment for everyone who walks through our doors. Better care is now closer to home.”

Juan Sandoval
Pasco Clinic
Manager

"My nurse practitioner is amazing! Her name is Tamara Campbell. I haven't had a nurse practitioner who has literally got to know me and understand how to deal with me. She does her best to make you feel comfortable, and it's WORTH IT!!!"

- Melissa K. (Google Review)

Continue reading to learn more about our Royal City Clinic!





Gilberto Lara Candido, PSR-C,
Natalie Andersen, Dental Hygienist,
and Dr. Ji Choi, Chief Dental Officer

Staying Strong At Royal City Clinic

Our Royal City Clinic has so much to offer! This clinic proudly provides a welcoming environment for everyone who walks through the doors. You can be seen for both Dental, WIC and Maternity services. Our amazing group of health professionals are here to help brighten your smile or walk with you through your pregnancy journey.

DENTAL SERVICES

Our experienced Royal Dental team includes a Dentist, a Dental Hygienist, and Dental Assistants. Your oral health is an important part of your overall health. That's why this clinic offers new and routine patient exams, emergency exams, simple fillings, and cleanings, ensuring you leave with a healthier-looking smile.

WIC & MATERNITY SERVICES

Our skilled WIC Certifiers in Royal City provide families with nutrition education, encourage healthy eating habits, and provide comprehensive health screening assessments. They can assist you in applying for WIC benefits and connect you to other resources in the community.

Our maternity staff offers support and assistance for pregnant and breastfeeding mothers. Pregnant moms can join our Maternity Support Services program and receive different educational items that will help them prepare for the delivery of their baby.

ROYAL CITY COMMUNITY

Taking care of our communities is so important to us. We've had the opportunity to offer over 160 dental screenings, along with vision and hearing screenings, to kids at Red Rock Elementary. During our visit, around 30% of students who needed a follow-up dental appointment. Luckily, now with our Royal City Clinic, they won't have to travel far to receive that care.

HEALTH INSURANCE

If you don't have health coverage, our Patient Benefits staff is available to help you apply for the Affordable Care Plan, also known as a discount program, so that you can focus on keeping your family healthy. We also accept different forms of payment, including Apple Pay, credit cards, or cash.



Rosa Galvan, WIC Certifier

Better care is now closer to home. Schedule your next Dental or WIC appointment at CBHA's Royal City Clinic by scanning the QR code.



Dr. Ji Choi, Chief Dental Officer

"My dentist, Dr. Choi was attentive and treated me well, and he explained everything about the child clearly. The assistant translated so that everyone could understand."

- Patient Review

welcome

Ethan Washburn

PA-C, FAMILY PRACTICE
OTHELLO CLINIC

"I believe a trusting relationship between a patient and their provider is important and benefits the patient on their health journey. I want to help my patients live healthier and happier lives."

Ethan studied at the University of Washington and received his Physician Assistant degree from the Medex Northwest Program. He grew up in Royal City, WA, and has lived in the Columbia Basin for the majority of his life. You may already recognize him because he used to provide care for our patients before moving to our new building.

In his free time, you can find him reading a book, playing board games, or walking his dog around the park. Ethan is happy to be back serving our patients and getting involved in the community. He is ready to help you reach your health goals and become a healthier version of yourself.



welcome

Andrew Horne

ARNP, FAMILY PRACTICE
WAHLUKE CLINIC

"I believe in respecting and treating others as I would want to be treated. I want to empower the families and individuals of this community to achieve their health and wellness goals."

Andrew received his nursing degree from the University of Texas, then moved to Washington and started working at a hospital. He grew up in a rural town in Texas, similar to our communities, so he knows what it's like to have little access to healthcare. Andrew wanted to be able to help his patients before they got sick and had to go to the hospital. He wanted to help his patients prevent themselves from getting really sick.

That's when he decided to go back to school and become an ARNP through Washington State University. While pursuing his nurse practitioner degree from WSU, he did clinical work under our very own ARNP, Laura Ely. We are happy to have him on our medical team serving our patients.



welcome

Rebecca Pendell

SCHOOL-BASED BEHAVIORAL
HEALTH CONSULTANT
NORTH FRANKLIN SCHOOL
DISTRICT

"It's easy to stay stressed and look at all the bad things in difficult situations, but I want to help you see how you can create a better situation from a bad one. You can be the change you want to see in the world."

Rebecca graduated from Walla Walla University with her Master's in Social Work. She is very passionate about education and working with students and their families. Through her own experiences, she has learned how to become resilient and overcome obstacles that may have seemed impossible at one point.

Rebecca can relate to some of the struggles that her patients may be facing and hopes to guide them to resources and find solutions to their issues. In her free time, Rebecca enjoys reading and always has great book recommendations. She is fluent in English and Spanish.



welcome

Andres Lima

SCHOOL-BASED BEHAVIORAL
HEALTH CONSULTANT
WAHLUKE SCHOOL DISTRICT

"I care about helping you with your feelings. I want you to feel confident to ask for help when you need it, and not be afraid. I believe we can all be brave, supportive, and empowered."

Andres was a health educator for two years at CBHA. During that time, Andres realized that he wanted to help his patients even more than what his schooling allowed him to. He decided to go back to school and attend Boise State University, graduating with a Master's in Social Work. After graduation, he returned to CBHA as a Behavioral Health Consultant to help students with mental health in their schools.

Andres wants to help destigmatize mental health within the Hispanic community and be an advocate for his patients. He believes that students have great resiliency in them, and he wants to show them how much they are actually capable of when they are healthy.

welcome

Indy Saravaiya

PHARMACIST
OTHELLO CLINIC

"I've always wanted to help patients who don't have access to affordable healthcare. As your Pharmacist, I will provide the best possible care for you along with your providers."

Indy is originally from a small town in India. He studied at Pune University in India, where he received his Bachelor in Pharmacy, then moved to the U.K. and received his Ph.D in Pharmacy from the University of Portsmouth.

He has always wanted to work in a nonprofit organization and help patients who might not have access to healthcare. Our small rural community seemed like the perfect fit for him. When he first came to visit CBHA, he was so impressed by the advanced technology we have. He was mostly interested in the PickPoint system in our pharmacy department and how it helps pharmacists, like himself, offer better care to you, our patients.



welcome

Jarom Hayward

PA-C, FAMILY PRACTICE
CONNELL CLINIC

"I've always been passionate about getting people the help and resources they need. I look forward to working with you and helping you reach your health goals."

Jarom studied at the University of Washington and received his Physician Assistant degree through their Medex Northwest Program. He traveled a lot when he was younger because his dad was in the Air Force, but once he turned 13, they settled in Alaska. He first gained interest in medicine when he worked at a dermatology clinic.

Jarom knew he wanted to go into the medical field because he always had a passion for helping people. He has a naturally social personality and enjoys solving problems. Those two characteristics together can ensure that he will provide his patients with the best possible care.

On his time off, you can find him playing board games or picking up a game of soccer.



welcome

Rebecca Stuart

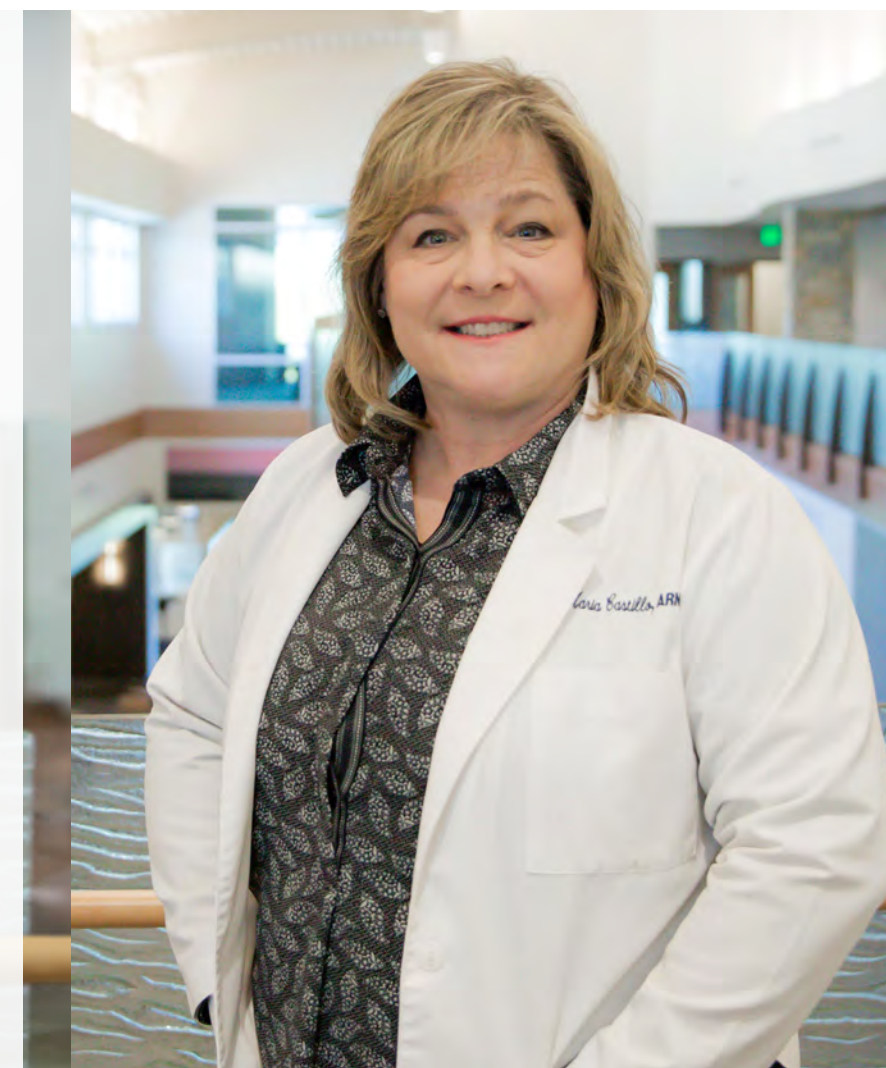
PEDIATRIC ARNP
OTHELLO CLINIC

"As a pediatric nurse practitioner, I am dedicated to keeping your children healthy, happy, and thriving while also supporting your family with compassion and expertise every step of the way."

Rebecca attended Washington State University for her nursing degree, and after working in pediatrics, she knew she wanted to provide more for young patients. She went back to school and attended the University of South Carolina, where she received a Nurse Practitioner degree.

Rebecca has always loved working with kids. She worked as a daycare teacher, teaching children ages zero to five. She wanted to do more for them, and that's what ultimately led her to pursue a career in Pediatrics.

During her residency, she studied under Vanessa Frank, our Pediatric ARNP. And since then, she loved the environment that CBHA had to offer and the community that it was in. Rebecca enjoys the Columbia Basin area and being able to go hiking and camping.



welcome

Maria Castillo

ARNP, FAMILY PRACTICE
PASCO AND CONNELL CLINIC

"I see my patients as a whole. Your mind, body, and spirit are all important to me. When you walk into my exam room, you will be surrounded by an unconditional and nonjudgmental environment."

Maria grew up in the Tri-Cities for the majority of her life, then left for Oklahoma to attend Oral Roberts University, where she received her Bachelor's in Nursing. When she decided to move back home, she returned to school and received her Master's in Nursing from Washington State University to become a Family Nurse Practitioner.

When she was a young girl, she saw a donation box with pictures of famished families and little kids on it. She asked her mom, "Who are these kids? Why are they on the box?" And her mom answered, "Those people and kids need us! They need our help!" Since then, Maria's goal has been to help people in every way she can.



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Elevating to Excellence: *Employee Spotlight* **Janie Leal**

At CBHA, not only do we take care of our patients, we take care of our employees. By investing in their futures they are able to better serve our communities. With different programs like our Ed Bucks and 529 College Savings, our staff is encouraged to advance in their education and work one-on-one with our leadership team to reach their goals. Janie Leal, Management Trainee, is a great example of how you can come in with little experience and move up within the organization.

Janie started at CBHA as a WIC Clerk in 1994 and shortly thereafter became a WIC Certifier. She wanted to do something different in her career, so she enrolled in Big Bend Community College. "I had to complete my externship hours to complete my certificate, and since I was at CBHA, they allowed me to continue working part-time in WIC and then complete my hours as an MA," said Janie. Once she completed her courses and hours, she received her Medical Assistant Certificate and her Associates degree in General Studies at BBCC. Then Janie transitioned to Medical Assistant – Certified in 2011.

Janie served our patients as an MA-C with various providers for the next five years. Towards the end of those five years, she was working under Dr. David Hofheins, who was retiring soon. "When he announced that he was going to retire, **I FELT LIKE THERE WAS MORE I COULD LEARN AND DO AT CBHA,**" said Janie. Her supervisor at the time told her about a position that was opening up. "She told me they were looking for someone with my organizational skills and experience to hire as a Quality Improvement Coordinator." After applying and interviewing for the position, she was hired for the job.

A couple of years later, she was promoted to Management Trainee. "**DURING THIS TIME I ALSO DECIDED TO GO BACK TO SCHOOL TO RECEIVE MY BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION FROM WESTERN GOVERNORS UNIVERSITY,**" said Janie. "CBHA has been so supportive and helpful through this." Janie completed her Bachelor of Science in Healthcare Administration from WGU in May of 2024.

As a Management Trainee, Janie supports our clinic manager in Mattawa, and supervises the medical assistants there. "I also assist with the onboarding of new Medical Assistants and help them get settled into their new position. And I also help the Othello Clinics Managers lead the Nursing Department Competency Trainings for all of our medical nurses," said Janie.

WE WANT OUR EMPLOYEES TO BE SUCCESSFUL IN THEIR GOALS. Their growth as employees furthers the growth of CBHA as a whole, so we encourage our staff to gain more knowledge and skills in every way they can. Our leadership team will always be behind them, supporting and cheering them on until they get to where they want to be.



Be part of an organization that wants to see you succeed and grow in the areas that you want to be better at.

**Start The Career Of
Your Dreams With Us!
Scan To Apply.**



2023 PROVIDER OF THE YEAR

PHARMACIST

KYLE

HOGABOAM

"The work that we do each and every day has a direct impact on the patients in the communities that we serve. It is a joy to work for an organization that does things differently and is always striving to be the best at what we do," said Kyle Hogaboam, Pharmacist.

Kyle has been with us for 10 years! He has provided an excellent patient experience by properly informing our patients about their prescriptions and working closely with our providers to ensure patients are receiving the medications they need. He shows his dedication and support to our Connell community by volunteering for many CBHA events.



Watch his full speech!



2023 SUPERVISOR OF THE YEAR

DIRECTOR OF DENTAL OPERATIONS

CARLOS

RUIZ

"I am honored and humbled to receive this recognition on behalf of all the amazing co-workers I have had the pleasure of working with over the last 18+ years at CBHA. I am grateful for the opportunities that we all have to impact other people's lives in a positive manner," said Carlos Ruiz.

Carlos transitioned from Wahluke Site Director to Director of Dental Operations and embraced the challenge of learning dental operations, quickly becoming the in-house expert. He knows what it takes to develop a winning culture and has done an excellent job overseeing the Dental Assistants, Coordinators, and Supervisors.



Check out his thank you video!



2023 PROVIDER OF THE YEAR

PA-C, FAMILY PRACTICE

MATTHEW

WALKER

"I believe I'm a product of all the providers around me who I have worked with over the years and who have really helped shape my practice. When I first started out at CBHA, Dr. Bashar Elali told me to treat all my patients like they were my family. I reflect on this often," said Matthew Walker, PA-C

Matthew has been caring for patients at CBHA for 10 years! He was a major component of our Cholesterol Project and an Occupational Health Services Champion by providing health screenings, immunizations, and physical assessments for our patients. We are so lucky to have him on our team!



Check out his video!



2023 EMPLOYEE OF THE YEAR

PATIENT SERVICE REPRESENTATIVE

JOSE

ALVAREZ

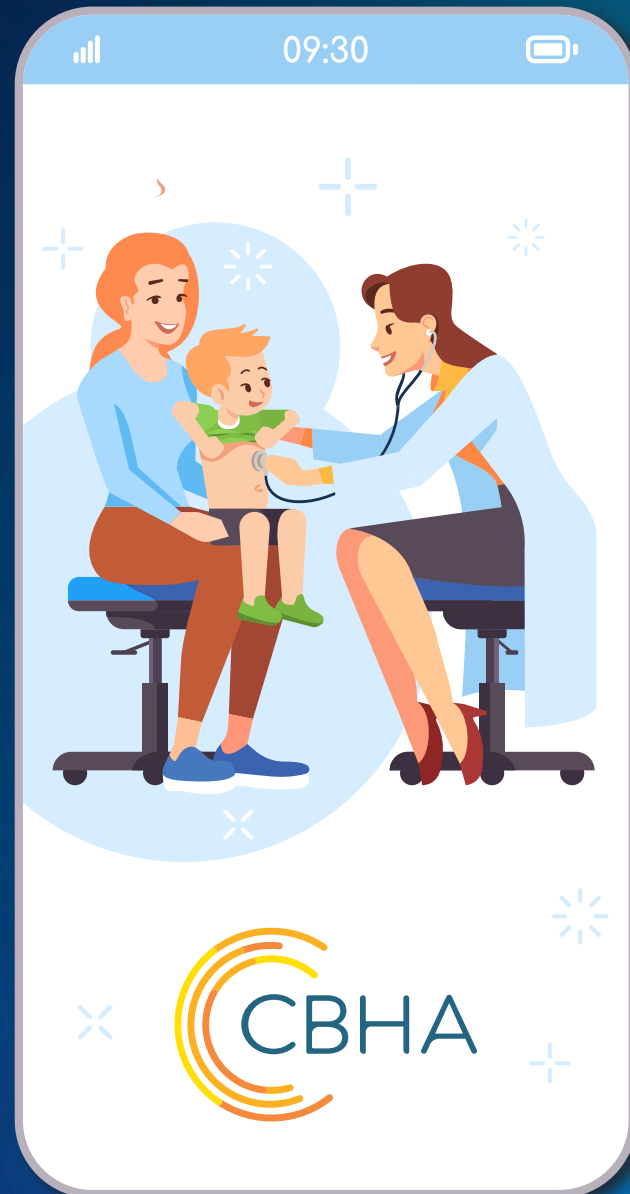
"I'm genuinely grateful to CBHA and my colleagues for the immense support they have given me over the years, which has made this achievement possible. CBHA has given me the opportunity to give back to our community and help them find all the care they need," said Jose Alvarez.

Jose is dedicated to making his community an amazing one to be a part of. He does a wonderful job of being Customer-Focused by helping patients feel welcomed, ensuring they receive the proper medications, or making sure they are scheduled to see their medical provider in a timely manner. We are truly lucky to have him on our team!



Watch his full speech!

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When You Need It!*



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