



Welcome New Providers



**ANDRES
LIMA**
BEHAVIORAL HEALTH
ASSOCIATE



**LARISSA
GARZA**
BEHAVIORAL HEALTH
ASSOCIATE



**BRENT
LANDKAMMER**
PSYCHIATRIC
ARNP

Welcome New Providers



**REBECCA
STUART**
ARNP
PEDIATRIC



**MARIA
CASTILLO**
ARNP
FAMILY PRACTICE



**STEPHANIE
EASTON**
ARNP
FAMILY PRACTICE



**DOUGLAS
JAHNS**
ARNP
FAMILY PRACTICE

Welcome New Providers



**SARAH
BANNON**
ARNP
FAMILY PRACTICE



**SARAH
ANDERSON**
ARNP
FAMILY PRACTICE



**DR. KRISTIN
COMSTOCK**
FAMILY
PRACTICE

Welcome New Providers



**STUART
BROWN**
PA-C
FAMILY PRACTICE



**STEVEN
ZIRKER**
PA-C
FAMILY PRACTICE



**DR. SARAH
AYALA**
FAMILY
PRACTICE

Welcome New Providers



**JAZMIN
SANCHEZ**
PHARMACIST



**DR. JORDAN
EARL**
OPTOMETRIST



**DR. AHMED
RADDAD**
DENTIST

Pasco Clinic: Coming Fall 2025



Visits By Service Line

194,607

TOTAL BILLABLE
UDS ENCOUNTERS

106,035

MEDICAL

51,434

DENTAL

14,324

EYE CARE

9,300

FAMILY
SERVICES

11,656

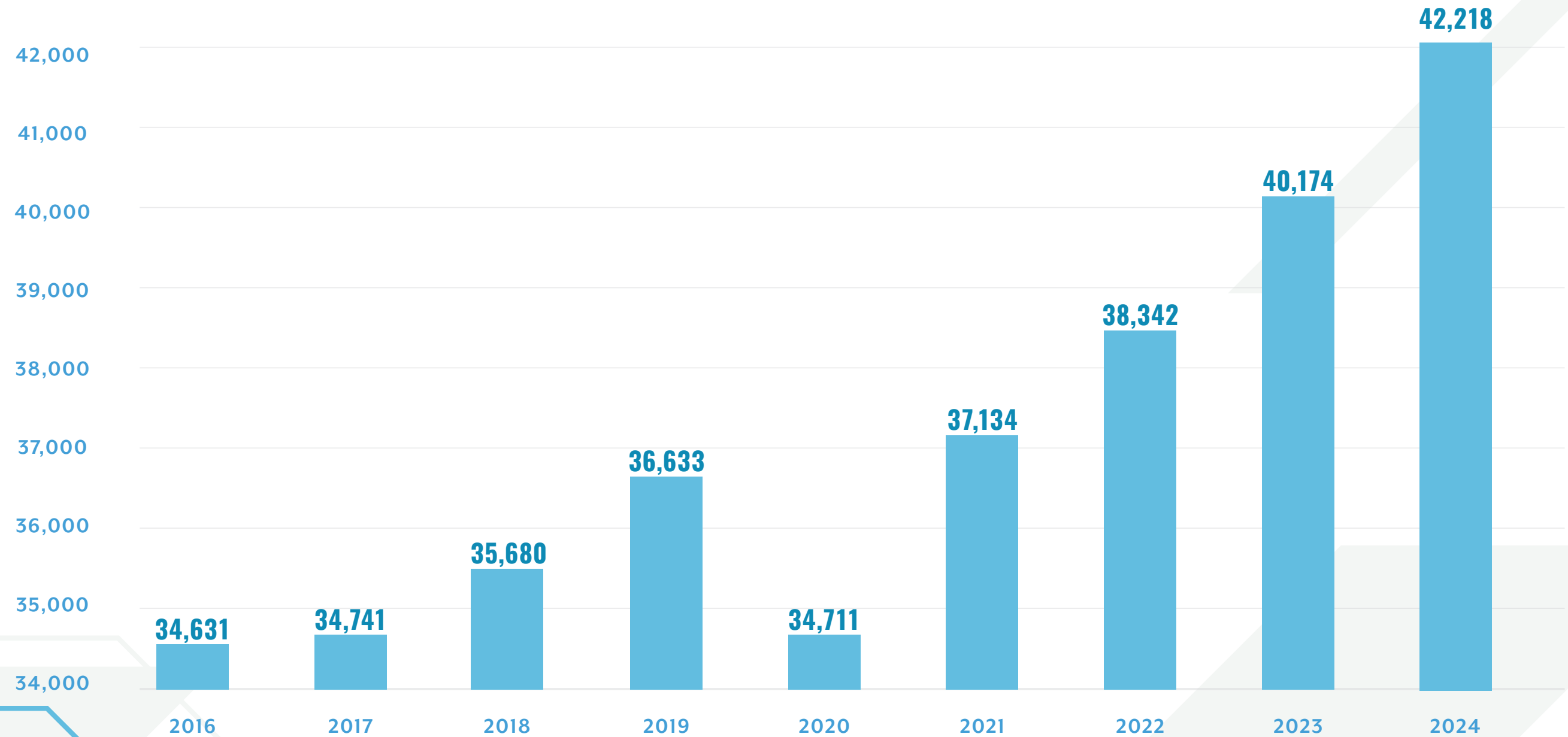
BEHAVIORAL
HEALTH

1,858

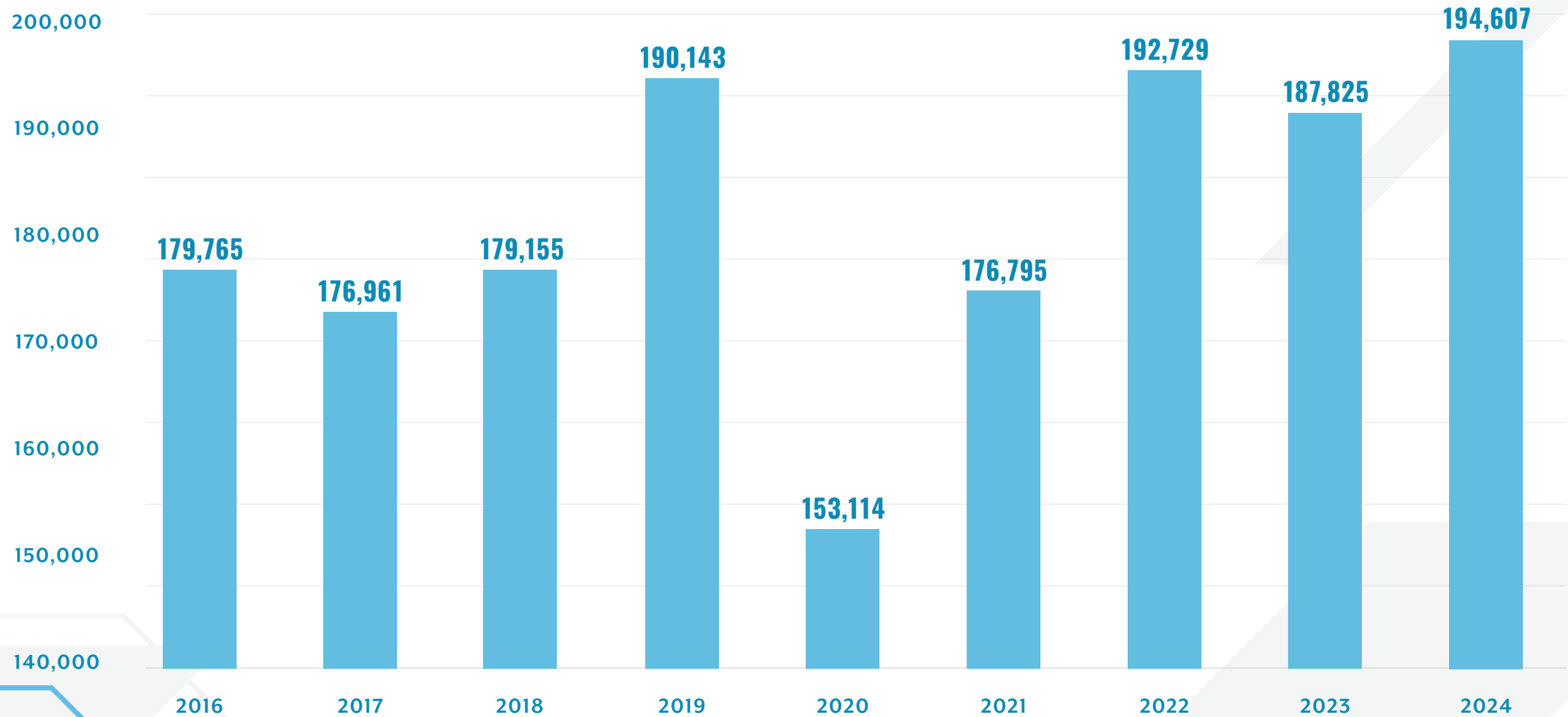
OTHER
SERVICES

FY2024

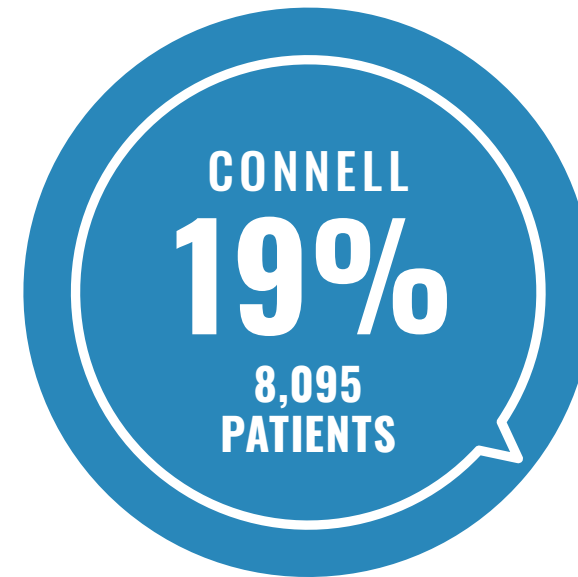
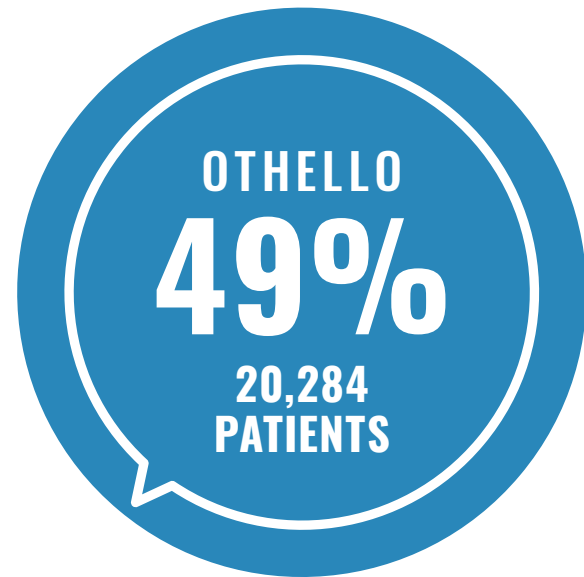
Unique Patients



Total Patient Visits



Patients By Clinic



Ag Demographics

SPANISH

54%

22,888 PATIENTS

MIGRANT

46%

19,567 PATIENTS

Payor Mix

MEDICAID -
MANAGED CARE

45%

19,086 PATIENTS

PRIVATE

25%

10,590 PATIENTS

UNINSURED

23%

9,826 PATIENTS

MEDICARE

6%

2,716 PATIENTS

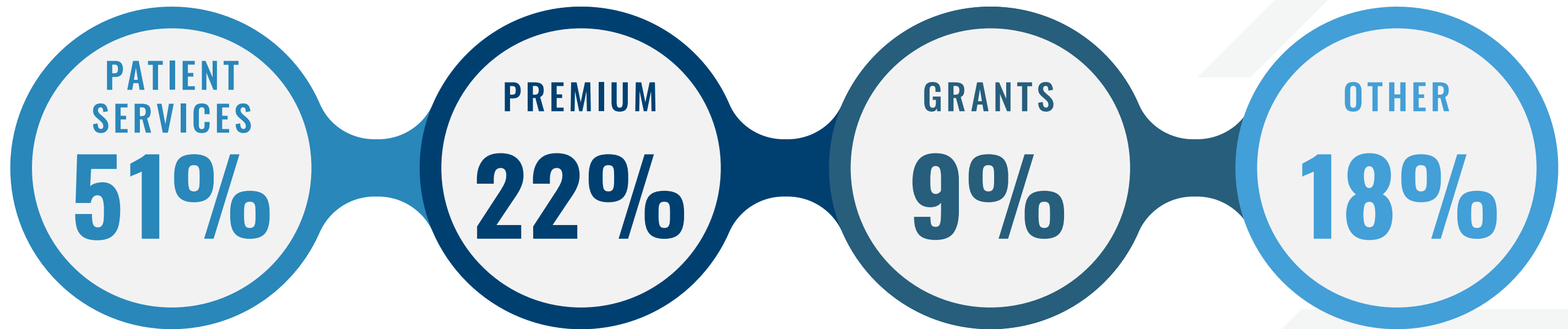
EMPLOYEES
RATING CBHA
AS EXCELLENT
89.5%

EMPLOYEES
479

NET
PROMOTER
SCORE
81%

EMPLOYEE
PROMOTIONS
31

Clinic Revenue Source



Awards



Community Outreach



\$89k

PROVIDED IN
COMMUNITY
SUPPORT



239

HOURS
PARTICIPATED
IN COMMUNITY
EVENTS



\$6k

WAS AWARDED
THROUGH CBHA'S
HEALTHY FUTURE
SCHOLARSHIPS

CBHA 5K Color Run



\$80k

RAISED BY
REGISTRATIONS
AND SPONSORS



\$20k

DONATED TO
LOCAL PARKS
AND REC



3

LOCAL FAMILIES
SUPPORTED



1,000+

RUNNERS AND
VOLUNTEERS



**A LOT TO BE PROUD
OF FY 2024**



COMMUNITY

7th Annual Color Run Attendance
Record Registration, Record Funding

Ground Breaking Ceremony for West
Pasco Clinic

Women's Health Screening Day
(Weekend)

Pediatric Well Child Exam Day
(Weekend)

Hosted 2 Family Nights at Scootney
Springs, Wahitis Schools

Hosted 2 Teen Health Fairs at OHS
and WHS

Hosted 2 BH Lunch and Learns

Hosted World Breast Feeding brunch

Hosted quarterly health education
booths

FS Diaper supply distribution to 80
families

Congratulations Diaper Bags for every
mom who delivered at OCH 400+

Received Partnership Award from
Superintendent's Association based
on WSD SBH relationship

Legislative Days/Hill Visits for
Advocacy

Judging for Amazing Shake
Competitions

Othello Youth Soccer on OC Campus

Operation Buy Back (Dental),
Partnership

CCW Partnership for Thanksgiving
Food Baskets to 275 Families

Community Christmas gifts + clothing
donation

Total CBHA beyond the Walls
Community Events- 56

Total Donations via Community
Partnerships- \$200K +

CBHA Employee Sporting Events

Farmworker Health Events

H2A Worker Physicals



SERVICE

81% NPS (second highest on record)

Highest Top Box Patient Satisfaction Score

Implementation of Expanded Function Dental Assistants to improve access to restorative appointments

Secured 2 Dental Residents

Self-Scheduling Strategy rendered approximately 17,000 appointments

Revamped Dental School Screening Chatbot Technology

Record number of School Screenings performed for Dental, Medical, Vision

Expansion of BH School Services to NFSD, RCSD

MyCBHA Patient Portal Implementation

RDH Testing and Advanced genetic testing platform Panorama

Comprehensive contraception video via QR Code on Patients' folio card

ASQ online for Web based parents' completion of developmental screening

Integration of new Pediatric Behavior Health Screening forms in EMR with provider training

Availability of cell based remote BP measurement devices

Health Education Training- Spirometry, FIT Testing

Health Educators graduated 4 Diabetes Prevention Program cohorts

Nutritionist led group gatherings with diabetes as the focus

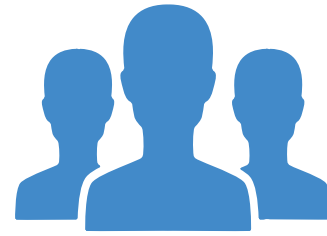
Partnership with Inspire Development Center for SLP services on site for Migrant Worker Daycare Program

Equiscript Partnership on Care Gaps, Specialty, Contract Pharmacy

1200 Glasses edged in house

81% Net Promoter Score

Virtual Registration Process for SBHC
Expansion of Dental Access



PEOPLE

Record retention rate for organization (12%)

Record 1st year employee retention rate

Modern Health Care Best Places to Work Award 5 years in a row

Stevie Award Winner- Best Employer Non Profit

Pacific Northwest Best and Brightest 2024 Award Winner

National Award Best and Brightest Companies 2024 Winner

90% Top Box Employee Rating of Leadership (Excellent scores only)

Virtual All Staff Meeting Success

5 de Mayo Celebration Lunch

4th of July Celebration Lunch

Quint Studer Presentation to Leaders/ Providers- From "got to" to "get to"

Christmas Bonus

Fast Track Credentialing for Providers

New Policy to exempt providers with experience from OCH onboarding/ privileging

FS Wellness Retreat

Suki Provider AI Assist- Discovery/ Contract/Planning

Clinically Speaking Upgrade to support newest features for providers

Provider Housing- Transitional

Job Shadows- 50 OHS Students

CBHA CEO Presentation at Migrant Health Best Practices Forum and Best Practices LLC Events

CBHA Exec. Leadership Presents at Community Health Best Practice LLC Forum

Healthy Future Scholarships

Partnership with Grand Canyon University

11 New Providers (Recruitment)



QUALITY

Expansion of access for Center of Excellence Clinic
100% HRSA Operational Site Visit Audit
MA Competencies Carousel
PCMH Certification Renewal
Top MCO Quality Performer for CCN
Tripled previous performance for ACO Quality Payment
HCA Well Child Grant Award
Implementation of MCO Quality Care Gap in Synctimes
New Power BI Dashboards for MCO Measures
Achieved MCO, ACO Payouts
Improved performance on over 60% UDS Measures YoY
Increased participation and focus on

Quality Metrics in Provider Meetings
Peer Reviews
Colorectal Cancer Screening Patients' Education video with QR Code/ patients' stickers
Synctimes Process for Well Childs Gifts on their Birthday
Implementation of MyCBHA for Patient Record Access
CC, WC, OC EyeCon Pharmacy Quality Management Central Management
Selection of Ambient AI software (SUKI) for Improved Provider Charting
Blue Ribbon Status for PAT Program
EyeCon device connect to support central management through Liberty RX

Upgraded Network wide wireless system
Fortified Healthcare Security (FHS) 3 year strategic plan development
FHS Incident Response Plan development
New Security Intrusion Management System- FHS SIEM/SOC Services
Implementation of DUO Factor Authentication for remote users
Integration of Silverfort Privileged Advanced Management to manage access to resources by staff with higher security privileges
Top table exercises for Cybersecurity event preparation
Flu/Covid Vaccine Clinics



FINANCE

Secured Makenzie Scott/Yield
Giving Donation \$7.5M (\$8M after
investment)

Executed Swap Agreement for OFC
Main Street Building for Provider
Housing

Secured Property Management
Company to generate revenue from
Provider Housing \$\$

7500 New Billable Patient Visits
(Record High)

Remodel of Connell Dental Clinic

Remodel of Mattawa Dental Clinic

H8F Grant Management + Close Out

HRSA C8E Grant Management + Close
Out

DOH SBHC Grant Funds Closeout
UDS Timely Completion

Successful AUP Audit (overestimation
on payback to state)

HCA Dental Capital Grant
Management + Completion

Secured Contracts for Specialty
Pharmacy Revenue

Secured Contracts for Contract
Pharmacy Revenue

Audit Success- AUP, 990, PAT, WIC,
DCYF, MSS, EIS

Secured GMP Contract for West Pasco
Clinic

Project Management for GC's/
Architect for West Pasco Clinic

75% MCO Member Engagement
(Highest in State)- Estimate

Improved CCW + WellPoint MCO
Contracts shared savings Earning

Potential by reducing quality
exposure to 50% of shared savings

NAP Application Completed- Pending
Expanded Hours Grant Application
Completed- Pending

Arcora Oral Health Impact Grant
Application Completed- Pending

Inatai + UDS+ Grants Received
\$4M+ On Strategic Investment
Earnings

Wahluke Fire Station Building Leasing
Agreement \$\$

Visualutions Partnership- Now offering
Good Faith Estimates

ESIT/MSS Billing Focus/Dedicated
Billing Specialist



GROWTH

Record year for Patient Access/Visits

Total growth of new patients 6%

Total growth in overall patient visits 3%

Record Dental Visits, 8% growth YoY

Record Visits for Behavioral Health, 8% growth YoY

Expansion of BH Services, Including

School Based Services

Center of Excellence Expanded Access

Increased WIC Caseload up 10%

SBH added 4 OSD Grade Schools

Expanded SBH access in Royal City

Royal City Dental

Royal City WIC

New Dental Sidexis PACS build
Connell and Mattawa to support
DentSply

Data Center design new Pasco
building

Data Center fire suppression for new
Pasco building