

2016 ANNUAL REPORT



COMMUNITY
HEALTH
Care

MEDICAL • DENTAL • PHARMACY

COMMUNITY HEALTH *Care*

Our Board and staff accomplished many great things in 2016. First, a total of 44,329 patients were served through 162,904 patient visits and 565 babies were delivered. This is an increase of 8% in patients and a 6.5% increase in patient visits over 2015. Patients served increased by 52% and patient visits have increased by 47% since 2013. Community Health Care now provides services to 5% of Pierce County's total population and 17% of Pierce County's Medicaid population.

The Hilltop Regional Health Center which opened in November 2013, has continued to grow in its patient population as well. In 2013, our Downtown Clinic served 2,375 patients. In 2016 the Hilltop Regional Health Center, which replaced the Downtown Clinic, increased service by 921% growing the patient population served to 24,264.

When the Hilltop Regional Health Center was built, half of the third floor was the dental clinic and the other half was left unfinished for future growth. Due to the growth in patients a capital campaign and construction was started to complete the shelled space on the third floor. The third floor will now have the Hilltop Family Dental Clinic, the Ryan White Program (HIV/AIDS services) and five new physicians. These changes will allow 5,000 more individuals to receive care each year.

Grant funding was received in 2016 to start providing limited behavioral health services and substance abuse treatment at all clinics. This will help prepare Community Health Care for the Healthy People 2020 Initiative that will require primary care to integrate with behavioral health.

A second grant was received to add six dental chairs and a pharmacy to our Spanaway Clinic. This grant gets us closer to our goal of having medical, dental, pharmacy and behavioral health at all clinics. When the remodel of the Spanaway Clinic is complete every clinic will have medical, pharmacy and behavioral health and all but the Parkland Clinic will offer dental care.

As we look ahead to 2017 we are excited about our first graduating class of physician residents. The physician residency is a three year program. Three classes of six residents each complete a rigorous curriculum where they learn how to provide high quality health care. By honing their skills in a federally qualified health center, they learn how to serve low-income populations that often have complex medical needs. Other health centers have found that physicians who had their residency experience in a Federally Qualified Health Center, like Community Health Care, are more likely to continue working in community health and in the community in which they train. This will not only bring more primary care physicians to Pierce County for residency, it is likely to encourage them to continue their practice here in Pierce County.

Construction will soon start on the Spanaway dental clinic and pharmacy and should be completed by summer. This, and the added capacity of the Hilltop Regional Health Center, will lead to far more patients served here in our community.

Thank you for all of your support in 2016 and in the year ahead.

Sincerely,



Gary Walmer
Board Chair



David Flentge
President and CEO

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Note: These lists include individuals who served for all or part of 2016.

Total Operating Revenues By Source Fiscal Year 6/1/15 - 5/31/16

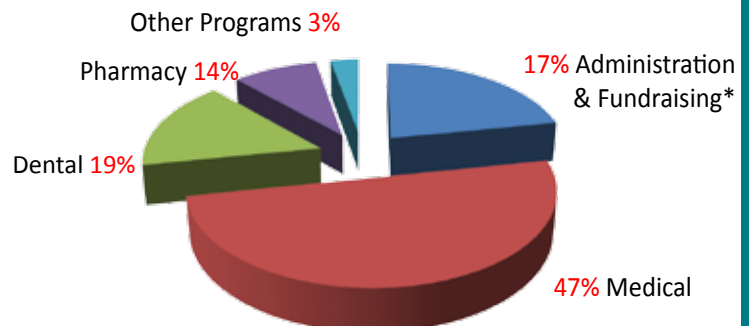
Non Government Grants, Donations & Misc. 1% Government Grants 13%



Patient Fees 86%

Government Grants	\$ 5,478,218
Patient Fees	\$36,466,406
Non-Government Grants, Donations and Misc.	\$ 563,058
Total Operating Activities	\$42,507,682

Total Operating Expenses By Program Fiscal Year 6/1/15 - 5/31/16



Medical	\$20,858,696
Dental	\$ 8,311,815
Pharmacy	\$ 6,192,895
Other Programs	\$ 1,232,716
Administration	\$ 7,376,998
Total	\$ 43,973,120

*Fundraising expenses are 0.3% of the total budget.

Fiscal information shown is from Community Health Care's latest fiscal year audit ending May 31, 2016.

Did You Know?

In 2016, Community Health Care's Insurance Navigators assisted more than 4,100 people in enrolling for health insurance plans

PROGRAMS & SERVICES

At Community Health Care no one is denied care due to inability to pay. Uninsured patients are billed on a sliding-fee scale based on income and family size. In 2016 a total of 44,329 patients were served through 162,904 patient visits. This is an increase of 8% in patients and a 6.5% increase in patient visits over 2015.

Our Mission is to provide the highest quality health care with compassionate and accessible service for all

MATERNITY SUPPORT SERVICES

In this specialized program, expectant mothers have a nurse, social worker and nutritionist available at any time. The goal of the program is to provide education and access to community resources to help the new mother and child have a healthy start to their life together.

RYAN WHITE PROGRAM

This is a Federal program to help prevent the spread of HIV/AIDS and to provide medical care and other resources to those living with the disease.

INSURANCE ENROLLMENT ASSISTANCE

In Person Assisters help families navigate the process to enroll in insurance programs.

OUTREACH WORKERS

Outreach Workers help patients access referral services they can afford when needed care is beyond the scope of Community Health Care. They also connect patients with community resource services and provide interpreter services.

WOMEN'S HEALTH & MATERNITY

- Obstetrics & Gynecologists
- Prenatal Care
- Deliveries performed at a local hospital
- Specialized maternity program with home visits, referral services and pregnancy and infant care education

In 2016 the physicians of Community Health Care delivered 565 babies



FAMILY MEDICAL CARE

Family medicine for children, adults and seniors

- Preventative care
- Physicals and immunizations
- Referral assistance to specialty care
- Assistance connecting to community resources

CARE FOR CHILDREN

Pediatricians and family practice physicians to care for children.

FAMILY DENTAL CARE

All dentists have completed Access to Baby and Child Dentistry (ABCD) training and are certified to care for very young children, expectant mothers as well as all adults.

- Family dentistry
- Preventative and restorative services
- Early screening and sealants for children
- Nitrous sedation available
- Emergency dental care
- Ryan White HIV programs

PHARMACY

- Medications are provided on a sliding-fee scale so that everyone can afford the medications they need.
- Anticoagulation Clinic
- Tobacco Cessation Services

Hilltop Regional Health Center

Family Medicine,
Urgent Care, Dental Care
Obstetrics, Pharmacy,
Women's Health,
Pediatrics, Gynecology

1202 Martin Luther King Jr. Way
Tacoma, WA 98405

(253) 441-4742 Medical
(253) 441-4779 Pharmacy
(253) 441-4743 Dental

Kimi & George Tanbara, MD Health Center

Family Medicine, Obstetrics,
Family Dental Care
Pharmacy, Women's Health,
Pediatrics, Gynecology

1708 East 44th Street
Tacoma, WA 98404

(253) 471-4553 Medical
(253) 597-4163 Women's Health
(253) 284-2226 Pharmacy
(253) 572-7002 Dental

Lakewood Family Clinic

Family Medicine, Obstetrics,
Pharmacy, Women's Health,
Pediatrics, Gynecology,
Family Dental Care

10510 Gravelly Lake Dr. SW
Lakewood, WA 98499

(253) 589-7030 Medical
(253) 589-7190 Pharmacy
(253) 589-7188 Dental

Spanaway Family Clinic

Family Medicine, Maternity Care

134 188th Street South
Spanaway, WA 98387
(253) 847-2304 Medical
(253) 847-8752 Pharmacy

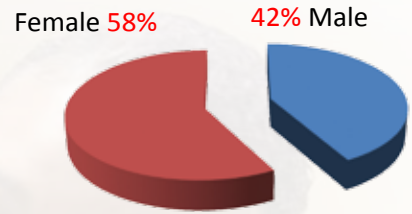
Parkland Family Clinic

Family Medicine, Maternity, Pharmacy

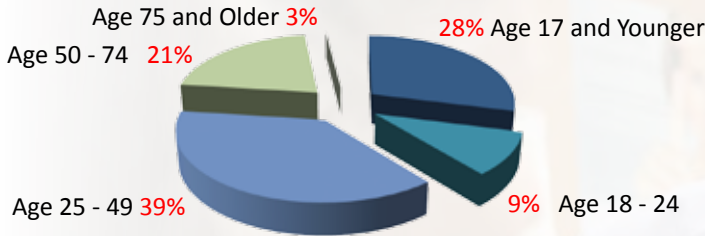
11225 Pacific Ave.
Tacoma, WA 98444
(253) 536-2020 Medical
(253) 536-6257 Pharmacy

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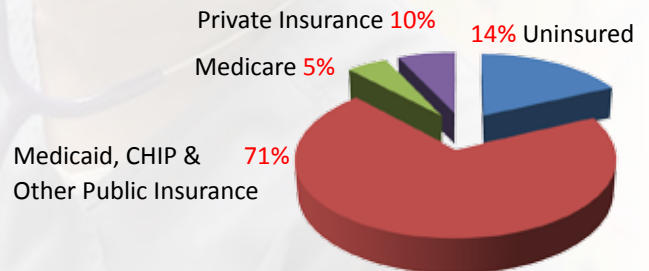
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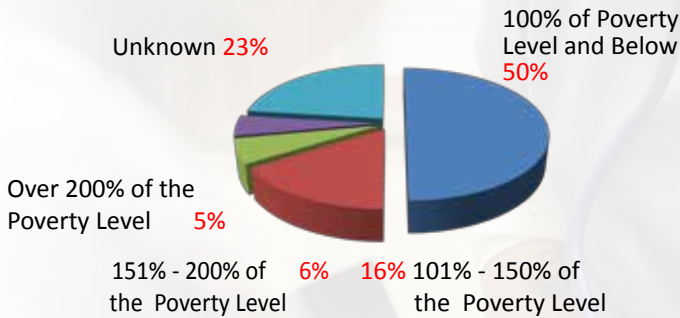
PATIENTS BY AGE



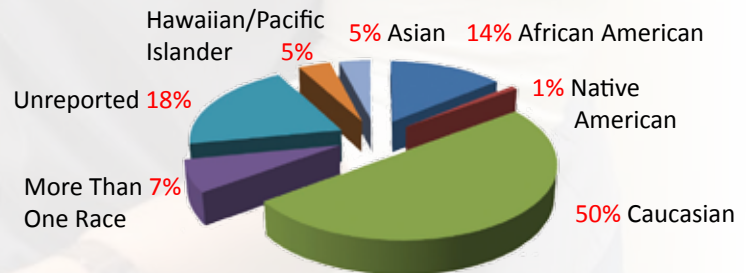
PATIENTS BY INSURANCE



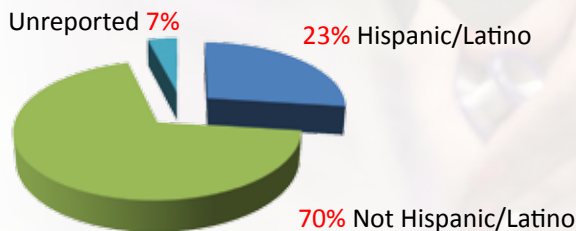
PATIENTS BY INCOME



PATIENTS BY RACE



PATIENTS BY ETHNICITY



Did you know?

In 2016, Community Health Care served 6,246 patients in a language other than English through 22,953 patients visits.

RESIDENCY PROGRAMS

Family Practice Residency

This program features a three year residency where residents develop the experience needed to work in a Community health setting. Six of these residents will graduate from the program in June of 2017.



Emilia Parrot, DO
Hilltop Medical Clinic



Kerry Smith, DO
Hilltop Medical Clinic



Helan Lee-Garrard, DO
Hilltop Medical Clinic



Kelsay McFall, DO
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Diana Ponsford, DO
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McKenzie Vorhies, DO
Hilltop Medical Clinic

Nurse Practitioner Residency

The Nurse Practitioner Residency is a one year program designed to give recent ARNP graduates added clinical experience. The time spent working in our Hilltop clinic, helps our ARNP residents develop experience working in a community health setting.



Brianna Harvey, ARNP
Hilltop Medical Clinic



Vicki Grimes, ARNP
Hilltop Medical Clinic

Dental Residency

In partnership with NYU Lutheran Medical Services, Community Health Care provides a one year dental residency program. This program gives our residents needed clinical experience and additional dental training.



Wajiha Tariq Siddiqui, DMD
Hilltop Dental Clinic



Michael Vaughan, DMD
Hilltop Dental Clinic

Dr. Martin Luther King Jr. said; “Of all the forms of inequality, injustice in health care is the most shocking and inhumane.” The Affordable Care Act went a long way in rectifying this. Since the start of the Affordable Care Act, and the expansion of Medicaid three years ago, the number of uninsured in Washington State has fallen by half to 5.8%. There are now 600,000 newly insured individuals in Washington State.

Expanding Medicaid is saving Washington taxpayers \$1.1 billion.

Federally Qualified Health Centers, such as Community Health Care, in Washington State are now providing care to 58% more Medicaid patients. These centers need 203 full-time providers to be fully staffed to meet patient need. When this happens, 45,000 unserved medical patients and 18,000 unserved dental patients will be able to access care.

Currently only one in five Medicaid patients have access to dental care. This is one reason why our residency programs are so important. Patients served at community health centers often have complex medical and dental histories that can be intimidating for new providers. Also, exposing residents to the joy of working in community health encourages them to serve this population. Studies have shown that many of the residents will stay in Pierce County and in community health. This benefits all of us as our neighbors, family members and friends are able to access care and improve the quality of their lives.



Dr. Carri Jo Timmer
Osteopathic Program Director



Dr. Gary Reichard
Assistant Residency Director



Dr. Jeff Smith
Residency Director



Dr. Jeff Reynolds
Dental Residency Director



Judy Estroff
ARNP Residency Director

THANK YOU FOR SUPPORTING THE HILLTOP REGIONAL HEALTH CENTER

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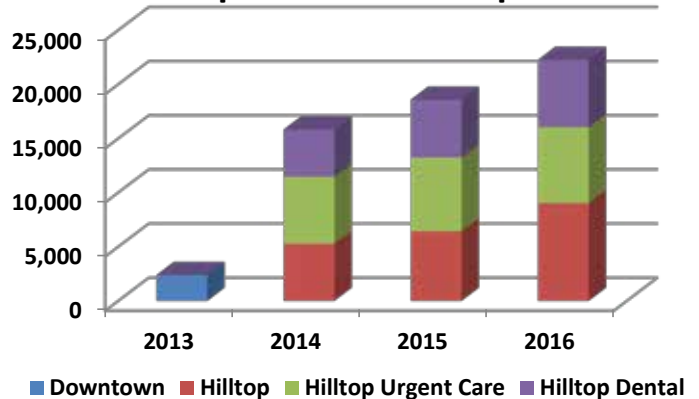
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Thank you to our generous donors of the Hilltop Regional Health Center (HRHC) Third Floor Expansion Campaign. With their support, we were able to complete our third floor expansion and will now be able to serve 5,000 more patients each year. The upgraded space has additional exam rooms, space for five more primary care providers and for our Ryan White HIV/AIDS program.

Hilltop Clinic Patients per Year



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I am an uninsured patient who was turned away by my previous doctor because of my lack of coverage. I was referred to Community Health Care and it has turned out to be the best thing that could happen to me.

I am a diabetic and only able to do odd jobs from time to time for income. The staff and doctors have provided me with the care I need to control my diabetes and the Pharmacy Assistance program has allowed me to get the medications I need to continue to control my disease.

I am convinced I would not be alive today if it hadn't been for the care I received through Community Health Care. I will be forever grateful for the dedication to patients I experience from this organization.

Community Health Care Patient Stories

Community Health Care provides primary medical, dental and pharmacy services to those with or without insurance.

Those without insurance are treated on a sliding fee scale based on income and family size.



A patient visited our dental clinic and shared that he had never been to a dentist before. He was 22 years old and recently immigrated to the United States from South Africa. He did not have insurance, but qualified for the sliding fee scale and paid the minimum for his care.

His dental condition was so neglected, it took four visits to clean the plaque off his teeth. The Dental Hygienist instructed him in standard oral hygiene practices of flossing and brushing. He was given samples of dental care products. He thanked the staff profusely.

Three days later, he returned with a thank you note, a prayer card, and hugs for the staff! He shared that he was so appreciative of how they had been patient, kind, and given him instruction for taking care of his teeth in the future.

James woke up with a headache. It was the worst headache he ever had. He suffered with it for two days until he could not stand up. Then he went to the hospital and found out his headache was caused by a stroke. What followed were several weeks of hospitalization and rehabilitation to regain his health.

James was unemployed but he had insurance. He is a Community Health Care patient and was recently enrolled in insurance with the help of Patient Navigator; BonMarie Pereira at our Hilltop Regional Health Center. James confided that if he was still uninsured he would have just stayed home in bed and not gone to the hospital due to the cost. This could have led to long-term health consequences that would have been devastating to James' ability to find work or be involved with his family.

Studies have shown that uninsured individuals delay care until it becomes a major health issue. This drives up the cost of care for the community and leads to poor health outcomes for individuals. Medical bills are one of the leading causes of bankruptcy.

James worried how he and his wife Naomi would have handled thousands of dollars in medical bills if he were uninsured. He also worried about the impact it would have on his retirement plans and his daughter Naomi's dream to go to college. Thanks to his ability to obtain insurance and the care provided by Community Health Care he didn't have to worry about these things and was able to focus on his health and family.



BonMarie, Alison, Naomi & James

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