

# IMPACT REPORT

COMMUNITY HEALTH CARE:  
50 years of putting the patient first.

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# MESSAGE FROM THE PRESIDENT & CHAIR

## 2019 IN REVIEW

As we start 2020, we would like to reflect with you on the many successes of Community Health Care in 2019. This year we celebrated our first 50 years of providing care to Pierce County. Currently, 1 in 18 Pierce County residents use Community Health Care as their healthcare home.

In 2019 a total of 49,032 patients were served through 180,389 patient visits. This is an increase of 6% in patients and a 6.5% increase in patient visits over 2018. Since 1998 the number of patients served has increased 112%! Of those patients served in 2019, 16% needed care in a language other than English and 5,077 were uninsured. If each uninsured individual was kept out of the emergency room just once in 2019, we would have saved the local hospitals \$6,259,941. We are very proud of these accomplishments. Who would have thought 50 years ago that those two volunteer clinics started by community leaders would not only have survived but grown to serve so many and become a significant part of Pierce County's safety net.

Our first School Based Health Center was started in 2019. This has been made possible with funding from the Kaiser Permanente Health Foundation. It is temporarily located in the Bethel Learning Center in the Bethel School District. In 2020 it will move into its permanent location in the Bethel Middle School. South Pierce County has a fast-growing population but limited health and human services to help those in need. Students can be treated at the clinic and reduce the time they miss from class. Starting these clinics places services including medical, dental, and behavioral health, where children need them the most, in school.

Also in 2019 we made multiple advances in regards to behavioral health and substance abuse services. We were able to increase our behavioral health and psychiatric providers that are working directly on our primary care teams. We enhanced our partnerships with two local behavioral health organizations, Comprehensive Life Resources and Consejo Counseling and Referral Service. We hope these partnerships will lead to seamless integration of services for patients in the future. We also successfully implemented a Medication-Assisted Treatment (MAT) clinic with an in-house provider and significantly increased the number of providers that are trained to prescribe these medications. With our partners in the community, including the Tacoma-Pierce County Health Department, we continue to be on the forefront of addressing the opioid crisis in our county.

Our goals for 2020 include helping our patients and Pierce County through the COVID-19 pandemic. This pandemic has caused us to temporarily alter how we serve patients and put various programs on hold. During this time of great need, please consider supporting our patients by making a gift to the Patient Care Fund. Another way to help is plan on attending our Health Heroes Celebration on November 4th.

Another program we will start in 2020 is the Foster & Adoption Clinic. This population of children and young adults often struggle to access care and has very difficult health outcomes. By creating a space for these individuals which is focused on their unique needs the hope is to help them live their healthiest lives. Special thanks to Tacoma Rotary #8 that has provided funding for this program.

We at Community Health Care hope that you will continue to support us in our mission "To provide the highest quality health care with compassionate and accessible service for all".

One behalf of the Board and staff, thank you for your continued support.



David Flentge, President & CEO



Gary Walmer, Board Chair

# 2019 BY THE NUMBERS

## TOP ACCOMPLISHMENTS

- ★ 49,032 patients served, 6% increase
- ★ 180,389 patient visits, 6.5% increase
- ★ 112% increase of patients since 1998
- ★ 153,474 prescriptions filled
- ★ 462 babies delivered in 2019
- ★ 7,771 patients (16% of patients) were served in their native language
- ★ 2,680 Behavioral Health patients served with clinical and virtual visits
- ★ Celebrated our 50th Anniversary
- ★ Added school-based health center in Bethel School District
- ★ Performed 120 free sports physicals for kids in the Bethel School District
- ★ Opened Gender Affirming Care service
- ★ Began serving the Vietnamese community when a local clinic closed
- ★ Nearly 1 million patients served over 50 years

## OUR NEXT 50 YEARS GOALS

As we look forward to what the next 50 years will bring, Community Health Care will continue to improve access to care to the places and people with the greatest need and fewest resources.

### IMPROVING ACCESS TO CARE

- ★ **Rural Areas:** Developing clinics in the unincorporated areas of Pierce County especially the Key Peninsula and the Bonney Lake/Buckley area.
- ★ **Schools:** Placing school-based health centers in all 15 school districts in Pierce County.
- ★ **Mobile Clinics:** Starting a mobile clinic program to take healthcare services to those in need.
- ★ **Depth of Services:** Expanding beyond medical, dental, behavioral health and pharmacy so that every location also has imaging, urgent care and specialty services like oral surgery.
- ★ **Increased Patient Education & Testing:** Expanding patient education and testing on chronic disease, nutrition, cancer and behavioral health.

COMMUNITY  
HEALTH  
*Care*

IS ON THE FRONT LINE OF  
CARING FOR THOSE WITH  
LIMITED OPTIONS.

From the elderly with limited income, to mothers in need of maternity care, to students with suicidal ideations, Community Health Care is there—providing both preventative and urgent medical, dental and behavioral health services  
**No one is denied care due to inability to pay.**

**But we can't do it without you.**

We've never experienced something like what is happening right now. Please help. From a one-time gift to a pledge to give, every little bit helps.

Go to: [www.commhealth.org/give](http://www.commhealth.org/give)



## SCHOOL-BASED HEALTH CENTER

In the Fall of 2019, Community Health Care opened its first School-Based Health Center (SBHC). A collaboration between Community Health Care and the Bethel School District, the projects seeks to better assist youth who desperately need it, by embedding primary care within the school system. A grant from the Kaiser Permanente Foundation has provided a major part of the funding needed to make this dream a reality.

The SBHC has a rotating staff of medical, dental and behavioral health staff wedged into a temporary space of only 800 SF in the Bethel Learning Center. A permanent location will be opening in the Bethel Middle School at the start of the 2020 school year and is a significant improvement on the previous space. The SBHC has integrated behavioral health staff with medical and dental care into teams that collaborate with schools. This Collaborative Care/Primary Care Behavioral Health Model, has drastically increased the number and degree of positive medical and dental outcomes for youth.

## SCREENING FOR ADVERSE CHILDHOOD EXPERIENCES (ACE)

The School-Based Health Center (SBHC) at Bethel Middle School is the second facility in Community Health Care's network to screen for Adverse Childhood Experiences or ACE as part of routine visits. Adverse Childhood Experiences (ACEs) are potentially traumatic events in a child's life that can have negative and lasting effects on health and well-being. Routing ACE screenings are recommended as best practices by the American Academy of Pediatrics (AAP) Bright Future preventive care guidelines

The results from the ACE screenings at SBHC have been astonishing to say the least, where kids are regularly scoring 10-18 out of a possible 20 where >4 is considered high risk. It is actually the rare exception to have a child score 0. These ACE experiences occur before the age of 18 and are remembered by that child as an adult. Such traumatic events may include: psychological, emotional, physical, or sexual abuse; violence against mother; or living with household members who were substance

abusers, mentally ill, suicidal, criminal or imprisoned.

Fortunately, brains and lives are somewhat plastic. Resilience research shows that the appropriate integration of resilience factors — such as asking for help, developing trusting relationships, forming a positive attitude, listening to feelings — can help people improve their lives. The results of starting this process as a child rather than an adult is even more powerful; by disrupting the accumulation of chronic stress during key development time period.

You can take the ACE Quiz at: [americanspcc.org/take-the-aces-quiz/](https://americanspcc.org/take-the-aces-quiz/)

\*Excerpted from the American Society for the Positive Care of Children

## GROWING SBHC LOCATIONS

Community Health Care's 50 year plan includes establishing school-based health centers at all 15 of Pierce County's school districts. Specific evidence-based care strategies that will be used at all SBHC locations include:

- Training in Trauma-Informed Care practices for all staff
- Child Checks that use of the American Academy of Pediatrics (AAP) Bright Future preventive care guidelines
- Dental screening, and preventative care such as fluoride and sealants
- Integration of behavioral health staff into primary care and dental teams to achieve better outcomes
- Routine screening for Adverse Childhood Experiences (ACE)
- Routine screening for depression and substance abuse in adolescents (aged 12 to 18 years)
- Behavioral interventions that use Cognitive Behavioral Therapy (CBT)



new space at Bethel Middle School



new space at Bethel Middle School



new space at Bethel Middle School

## The new school-based health center at Bethel Middle School will be completed in 2020 with:

- ★ A dental area with two dental chairs
- ★ Two medical exam rooms
- ★ Space for behavioral health counseling



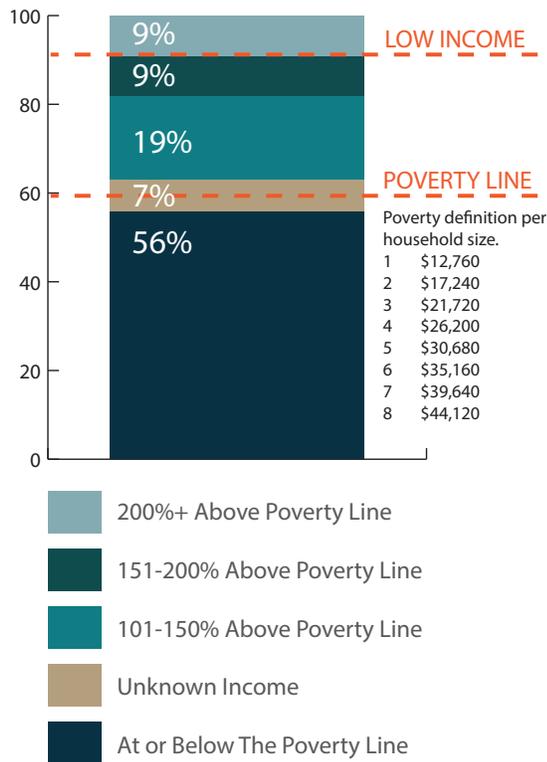
previous exam space at Bethel Middle School



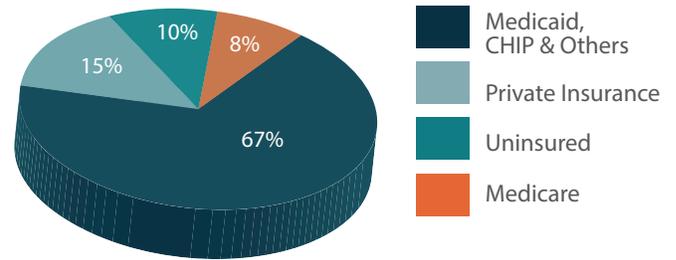
previous dental area at Bethel Middle School

# 2019 PATIENT DEMOGRAPHICS

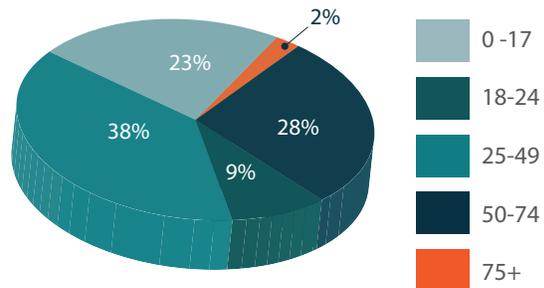
## PATIENTS INCOME



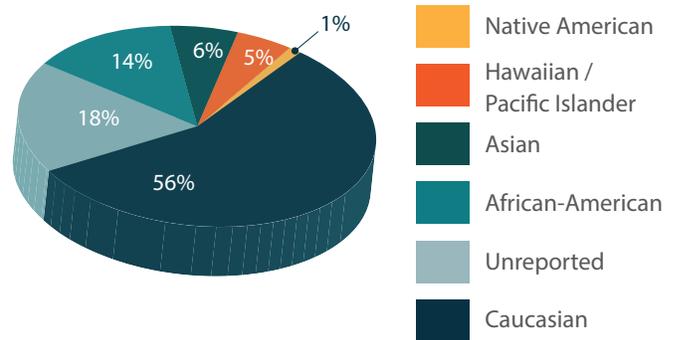
## PATIENTS BY INSURANCE COVERAGE



## PATIENTS BY AGE

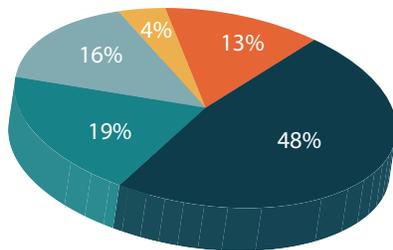


## PATIENTS BY RACE



## TOTAL OPERATING EXPENSES BY PROGRAM

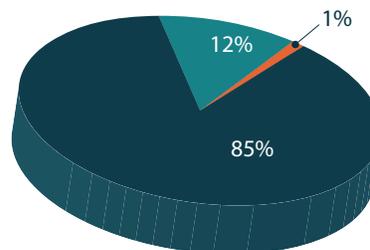
Fiscal Year June 1st - May 31st 2019



<b>48%</b>	Medical	\$29,536,780.00
<b>19%</b>	Dental	\$11,551,430.00
<b>16%</b>	Pharmacy	\$9,984,881.00
<b>4%</b>	Other Programs	\$2,685,411.00
<b>13%</b>	Administration & Fundraising	\$8,365,456.00
<b>Total</b>		<b>\$62,123,958.00</b>

## TOTAL OPERATING REVENUE BY SOURCE

Fiscal Year June 1st - May 31st 2019



<b>85%</b>	Patient Fees	\$54,694,514.00
<b>12%</b>	Government Grants	\$7,884,289.00
<b>1%</b>	Non-Government Grants, Donations & Misc.	\$855,645.00
<b>Total</b>		<b>\$63,434,448.00</b>



**WHAT SERVICES DO WE OFFER?**

- **Medical Care:**
  - Family Medical Care
  - Women’s Healthcare
  - Maternity & Prenatal Care
  - Pediatrics
- **Pharmacy:**
  - Anticoagulation Clinic
  - Smoking Cessation
- **Dental Care:**
  - Family Dental Care
  - ABC Dentistry
  - Restorative and Preventative Care
- **Behavioral Health:**
  - Medicated Assisted Treatment
  - Counseling
  - Opioid Treatment
- **Outreach:**
  - Insurance Enrollment Assistance
  - Referral to Specialty Care
  - Referral to Community Partners for Non-Medical needs



## FAMILY MEDICINE RESIDENCY

Community Health Care's family physician residency program, which launched in 2014, is affiliated with the University of Washington Family Medicine Residency Network. We are dually accredited for osteopathic (DO) and allopathic (MD) residents. The program accepts six residents each year, for a total of 18 residents for the three-year program. Inaugural class members graduated in June 2017 and all successfully passed their board exams on the first try. They accepted jobs at a variety of local, state and national organizations – including Community Health Care. The program focuses on provider retention within Tacoma and Pierce County. Our second class of six residents graduated from the program in June of 2018. Our family medicine residency emphasizes training family physicians in the full-spectrum care of a diverse urban patient population – including outpatient, inpatient, and obstetric care. An innovative program, we are currently part of an interdisciplinary residency training program that also includes dental, nurse practitioner, and pharmacy residents.

## NURSE PRACTITIONER RESIDENCY

Community Health Care's Family Advanced Registered Nurse Practitioner (ARNP) residency is one of the first of its kind in the nation. The program launched in Fall 2012 with the addition of two ARNP residents. This is a 1-year training program. This intensive program's goal is to train and retain highly effective, competent, and autonomous outpatient primary care nurse practitioners in the federally qualified health center (FQHC) setting.

## DENTISTRY RESIDENCY

Community Health Care's dental residency launched in July 2013 with the addition of two residents sponsored by New York University Medical Center's (NYUMC) AEGD program. Community Health Care's dental department has affiliated with NYUMC in the establishment of a dental residency program. NYUMC's goal is to ensure access and equity in oral health care for all underserved communities. Residents will conduct approximately 1,500 patient procedures during the training year.

## PHARMACY RESIDENCY

The purpose of the Post Graduate Year One (PGY1) pharmacy residency program is to uphold the mission of Community Health Care (CHC) in providing the highest level of healthcare with compassionate and accessible service to all. The program will integrate residents into the surrounding community allowing them to identify with underserved and low-income families and deliver comprehensive services to a greater number of eligible patients.

(left to right)

**YEAR 1**

- Alireza Hadi, DO
- Cliff Moeckelmann, MD
- Charles Nguyen, DO
- Logan Brau, DO
- Sanjana Rao, MD
- Teresa Downs, MD

**YEAR 1**



**YEAR 2**

- Angela Steichen, MD
- Christopher Komisarz, DO
- Logan Danielson, DO
- Michael Hemming, DO
- Travis Podbilski, DO
- Victoria Acosta, DO



**YEAR 3**

- Bryan Rhodes, DO
- Christine Wang, DO
- Margaux Chan, DO
- Nate Gorham, DO
- Selena Sideras, DO
- Tuyen Nhan, DO

**YEAR 2**



**PHARMACY**

- Renjitha James, PharmD
- Danielle Pringle, PharmD



**NURSING**

- Leilani Attilio, ARNP, MPH
- Lauren Berglind, DNP, ARNP, FNP-BC

**YEAR 3**

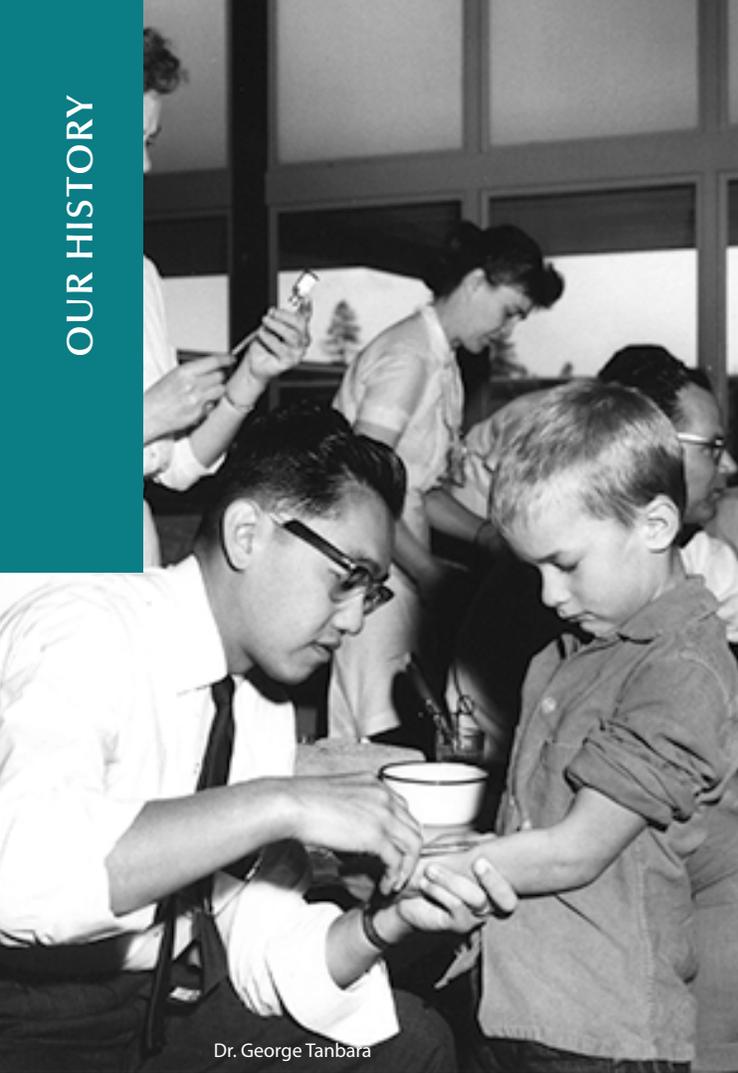


PHARMACY



NURSING





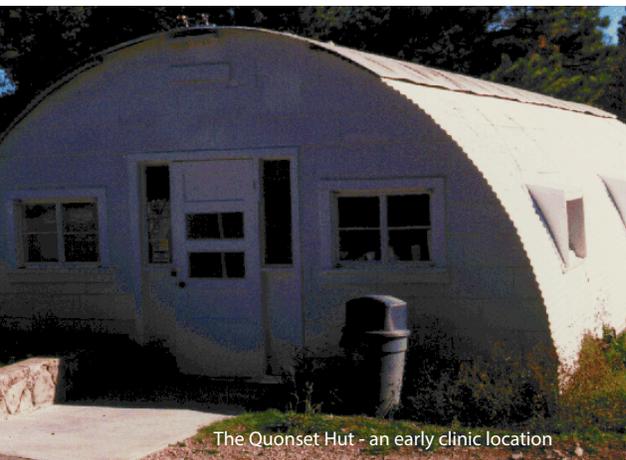
Dr. George Tanbara

## OUR HISTORY

Community Health Care celebrated 50 years of providing quality care to patients throughout Pierce County in 2019. What started as two small, volunteer run clinics in borrowed spaces and nurtured by community leaders has grown so much. The clinic system has grown to provide dental care, maternity care, women's health, substance abuse treatment, behavioral health and pharmacy services in addition to primary medical care. In Pierce County, like the rest of the country, health care is a privilege that is out of the reach for many. Community Health Care strives to bring wellness and innovation to those who face barriers to the health care they need.

Since 1970, Community Health Care estimates having served close to 1 million clients in health services fulfilling the dream of primary founder Dr. George Tanbara that "no one should be denied care due to inability to pay".

"Community Health Care has been filling the healthcare gap for 50 years. And what that's meant for Pierce County residents is a consistent quality of care that's not available in many other parts of the state," said Victoria Woodards, Mayor of Tacoma.



The Quonset Hut - an early clinic location



St. Joe's Nurses Convent  
circa 1969



Mel Jackson  
a CHC founder

1969

Spearheaded by Dr. George Tanbara, two volunteer-run clinics located in Salishan and the Hilltop neighborhood open.

1980

With funding from the Urban Health Initiative, CHC's three clinics become part of the Tacoma-Pierce County Health Department.

1987

Became nonprofit organization CHC Delivery System under the Chapter 330 Public Health Services Act.

2012

Received funding for the Ryan White program, enabling the CHC staff to provide services tailored to those with HIV/AIDS.

2013

Hilltop Regional Health Center opened, providing medical, dental and pharmacy services to patients.

2015

Received funding to start providing behavioral health programs and substance abuse services in all clinics.

2017

Opened the Spanaway Dental Clinic and Pharmacy, and the Hilltop Adult Clinic at the Hilltop Regional Health Center.

2018

CHC Purchased the Parkland Clinic and now owns all five of their clinical facilities.

2019

CHC celebrated 50 years of service to the community and started plans for the next 50 years.

## HEALTH HEROES

### RECOGNIZING OUR HEALTHY COMMUNITY

Looking at the accomplishments of the last 50 years, Community Health Care extends our gratitude to all the community leaders, staff, volunteers and government officials who have played a part in this success. On behalf of the patients, board and staff, our deepest thanks to a community that has been our partner in serving patients since 1969.

On October 30th, 2019 Community Health Care was able to thank more than 400 people as we gathered to celebrate the outstanding achievement of over 50 years in service to our community. The dinner held at the Hotel Murano raised over \$29,120 which was added to the Tanbara Endowment and matched by an anonymous donor. This provided a substantial increase in funds for the endowment bringing it closer to becoming self-sustaining.

As part of the celebration, Community Health Care recognized community advocates who were contributing to the collective health of the Pierce County region through the Health Heroes Awards. The applicants were selected with the social determinants of health in mind, which include: Economic Stability, Neighborhood & Physical Environment, Education, Food, Community & Social Context as well as Health Care System.

“What we’ve come to realize is that our strong partnerships with other organizations for things like housing, education, living environment, and more, strongly contribute to whether a person can stay healthy. And this year, we want to bring those individuals and organizations out into the spotlight, with our Health Heroes awards,” says Community Health Care Board Chair, Gary Walmer.

At the event, thirteen winners were awarded. Community Health Care is continuing to accept applications for Health Heroes at:

[www.commhealth.org/heroes](http://www.commhealth.org/heroes)

Health Hero awards will be presented at this year’s event planned for November 4th, 2020. Learn more about the 2020 Health Heroes Celebration at:

[www.commhealth.org/tickets](http://www.commhealth.org/tickets)



HEALTH HEROES



COMMUNITY HEALTH CARE AWARDS





COMMUNITY HEALTH CARE AWARDS



**Lois Bernstein**  
Education, Food & Healthcare



**Shirley Carstens**  
Healthcare



**Cheri Denise Coleman**  
Economic Stability, Community & Social Context, Education, Neighborhood & Physical Environment



**Norm Dicks**  
Healthcare, Economic Stability, Food, Neighborhood & Physical Environment



**Kathleen Figetakis**  
Education



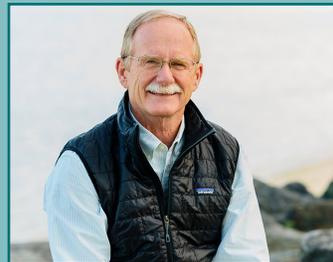
**Andie Gernon**  
Economic Stability, Community & Social Context, Education, Neighborhood & Physical Environment



**City of Lakewood**  
Neighborhood & Physical Environment



**Florence Reeves**  
Healthcare, Economic Stability, Community & Social Context



**Todd Silver**  
Community & Social Context



**Doug Swanberg**  
Healthcare, Economic Stability, Community & Social Context



**Rick Talbert**  
Healthcare



**Dr. George Tanbara**  
Healthcare, Economic Stability, Community & Social Context



**Ellie Wilson**  
Education, Community & Social Context, Neighborhood & Physical Environment

## THE ENDOWMENT FUND



The Kimi & George Tanbara, MD Endowment Fund for Patient Care was created by acclamation in 2018 and is currently accepting gifts from patients, friends, and a grateful community.

This Permanent Endowment at Community Health Care was kicked off with a matching gift of \$100,000 by a local family in October of 2018. Any donation to the Permanent Endowment will be matched dollar for dollar until the total of new donations equal \$100,000.

The income from the Endowment is used to give a medical hand-up to patients with the least ability to pay for primary health care.

### THANKS TO THESE 2019 ENDOWMENT DONORS

#### KEYSTONE

\$100,000 - \$399,999

Anonymous

#### AMBASADOR (\$10,000 - \$24,999)

David & Linda Flentge

#### FOUNDER (\$5,000 - \$9,999)

Anonymous

#### UNDERWRITER (\$2,500 - \$4,999)

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Corey & Jeri Hatfield  
Gary Kawasaki  
Rick & Maggie Oldenburg  
Paul & Linda Ried

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\$1,000 - \$2,499

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\*deceased

# FRIENDS OF COMMUNITY HEALTH CARE

## THANK YOU FOR YOUR SUPPORT OF THE PATIENT CARE FUND!

### CORPORATE SPONSORS

#### FOUNDERS \$5000+

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#### BENEFACTORS \$1000-\$4999

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Hilltop Action Coalition  
Minuteman Press Downtown Tacoma  
Rainbow Center  
St. Vincent de Paul  
StradlerHallett  
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Asia Pacific Cultural Center  
CliftonLarsonAllen  
Commencement Bank  
Fred Meyer Community Rewards  
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& Diagnostic Center  
Safe Streets  
Tacoma Community House  
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Wilson Albers

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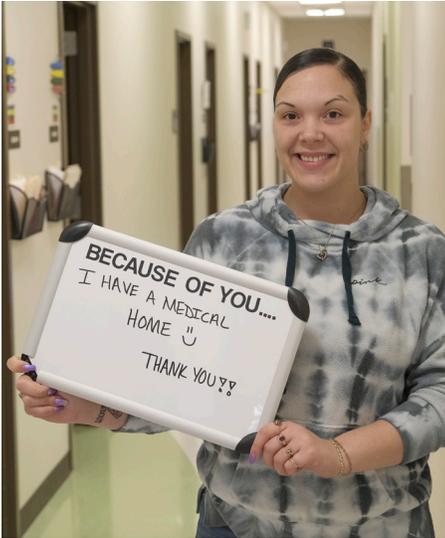
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# BECAUSE OF YOU



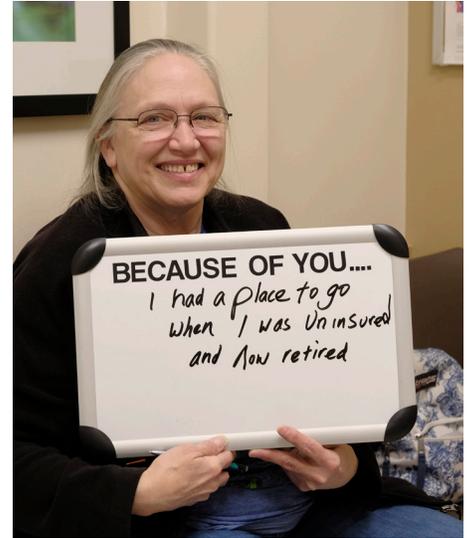
## CYNTHIA

A medical visit convinced Cynthia that she needed a place where she could receive the primary medical and dental care she needed. She needed a medical home—a centralized location for all of her healthcare services. A place where the staff knows you and works with you to achieve your best possible health. Her cousin, a Community Health Care employee, recommended Vicki Grimes, ARNP. Ever since then, Cynthia has had a medical home where she receives in her words, "Great Service".



## BRITTANY

Brittany started coming to Community Health Care as a child. Community Health Care has now delivered her son, who is also a patient. In addition to medical and maternity care she also receives dental care for her and her family. Having all her medical and dental services in one location has made preventative care so much easier. According to Brittany, "It is a great place for her and her son."



## ROSE

Rose first came to the clinic when she moved to Tacoma over 30 years ago. The young family moved here to find a better life. They settled in East Tacoma and started coming to the Eastside Clinic since they were unemployed and uninsured. They moved out of East Tacoma and away from the Eastside Clinic after employment was secured and life had improved. Now that she is retired Rose has returned to Community Health Care for great care that meets her budget.

Go virtual with us on Nov. 4th for our Health Heroes Celebration:  
[WWW.COMMHEALTH.ORG/TICKETS](http://WWW.COMMHEALTH.ORG/TICKETS)

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