



IMPACT REPORT

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

MESSAGE FROM THE PRESIDENT & CHAIR

2020 IN REVIEW

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Community Health Care experienced both challenges and successes in 2020. Our greatest success was the staff. Faced with an unparalleled situation in the pandemic they rose to the occasion, developing new ways to care for our patients and continuing to provide the highest quality health care with compassionate service for all. We are profoundly humbled and deeply appreciative of the dedication they showed to those we serve.

At the start of the pandemic Community Health Care followed the guidance of the CDC and Tacoma Pierce County Health Department (TPCHD) to assist in treating this virus. As a result, two clinics were changed to COVID only for patients and community members and three clinics were non-COVID only. The Hilltop Clinic continued serving both types of patients with COVID only patients being seen in the Urgent Care Clinic. Dental care was limited to emergency care only and new patients were only seen for urgent medical needs. Everyone visiting clinics was screened, visitors were limited, and clinical hours were reduced due to a reduction in patient demand. Drive thru testing was started at the two COVID only clinics.

Like all organizations, we struggled to get PPE, testing supplies, hand sanitizer, and cleaning supplies. Fortunately, local distilleries started making hand sanitizer and which enabled us to secure needed supplies through current and new vendors. Due to the demand and limits for these supplies' prices increased greatly. To keep staff safe, social distancing protocols were started and all employees were required to wear masks in the clinics and at the administrative offices if they were within 6 feet of another staff member.

Telehealth care was expanded in Behavioral Health and started in Medical and Dental care. Federal and FCC funding received allowed for needed equipment to expand this effort. Telehealth services increased by over 40,000 visits in 2021.

In connection with Catholic Community Services and the Tacoma Pierce County Health Department, Community Health Care provided testing and medical care at two temporary homeless sites. To provide care, a medical trailer was borrowed from the Health Department. Federal funding, later in the year, allowed us to purchase our own trailer.

As the pandemic situation changed so has Community Health Care's response. Now all clinics are seeing both COVID and non-COVID patients with drive thru testing available at all clinics. In partnership with the TPCHD we are testing and vaccinating anyone in the community who needs it, not just Community Health Care patients. COVID suspicious patients are sent to designated isolation areas. Behavioral health services became available only thru phone visits. The Arcora Foundation provided funds enabling dental clinics to erect isolation tents around dental chairs in order provide care safely to patients.

The pandemic has been very difficult for Community Health Care. Due a significant reduction in patient revenue and visits, 25% of the staff were placed on standby. We have received significant financial support from the federal government allowing us to bring back all our staff.

Other successes include the opening of the Foster Adoption Clinic in the Hilltop Regional Health Center, the opening of the permanent home of the School-Based Health Center at Bethel Middle School and the completion of the purchase of a medical practice in Key Center. The Key Medical Center allows us to provide care on the other side of the Narrows Bridge for the first time. Lastly, we opened a clinic in the Arlington Youth Center, which is a residential facility for homeless youth run by the Tacoma Housing Authority.

As we look to 2021, we are excited about the pandemic waning and clinics being able to resume normal operation. Also, we are planning grand opening celebrations for all the new programs we started in 2020 when the pandemic allows. Until then, get vaccinated!



David Flentge, President & CEO



Marco Viniegra, Board Chair

2020 BY THE NUMBERS

TOP ACCOMPLISHMENTS

- ★ 45,385 patients
- ★ 163,529 patient visits
- ★ 95% increase of patients since 1998
- ★ 152,515 prescriptions filled
- ★ 526 babies delivered in 2020
- ★ 7,049 patients (15.5% of patients) were served in a language other than English
- ★ 9,487 Behavioral Health patients served via both clinical and virtual visits
- ★ Performed 5,657 tests for COVID-19
- ★ Opened Foster and Adoption program
- ★ Increased Telehealth visits by 95%
- ★ Opened a clinic in the Arlington Drive Youth Campus
- ★ Completed purchase of Key Medical Center practice
- ★ Implemented mobile medical service catering to the homeless population

LOOKING AHEAD TO NEXT YEAR AND BEYOND

As we look forward to what the next 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:** Continuing to develop clinics in the unincorporated areas of Pierce County.
- ★ **Schools:** Placing school-based health centers in all 15 school districts in Pierce County.
- ★ **Mobile Clinics:** Expanding our 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 Key Peninsula to Spanaway, those on Medicare and Medicaid; from expectant mothers to teens needing behavioral health support; from adults in need of a dental checkup to children in the foster or adoption systems, **Community Health Care is here to help. No one is denied care due to inability to pay.**

But we can't do it without you.

COVID-19 is a once in a generation occurrence. We have been here, all along, to serve our patients but it has not been easy. Please help. From a one-time gift to a pledge to give, every little bit helps.

Go to: www.commhealth.org/give

FOSTER & ADOPTION CARE CLINIC

Community Health Care's Foster Adoption Clinic has been designated as a Foster Care Center of Excellence by Coordinated Care, the managed care provider for the Apple Health Foster Care program. The clinic received this accreditation due to its exemplary processes and medical services that provide specialized care for children in the child welfare system.

Centers of Excellence are recognized as multidisciplinary medical centers where youth in the child welfare system receive coordinated healthcare services. To qualify as a Center of Excellence, a healthcare provider must meet more than 50 criteria proving its ability to provide a higher standard of care and access to resources for children who suffer from trauma. The clinic staff also conducts annual staff training in trauma-informed care.

"The nature of foster care and adoption is that broken relationships got you to this place, so we focus on resiliency and building relationships to help give patients a healthy future," said Desiree White, ARNP and director of the Foster Adoption



Clinic. "There is this common thread of trauma that ties the foster and adoption families together, and by acknowledging that thread we can care for whole family in a unique way."

Community Health Care's roots were planted in 1969, when local doctors & community members recognized the need for Pierce county's most underserved populations to access quality, affordable, compassionate healthcare. The heart of CHC's mission recognizes that families and children touched by foster/kinship care and adoption have often been overlooked as a group that needs better access to specialized healthcare. Thus, the Foster Adoption Clinic was born in October 2020 in one of CHC's original clinic locations at the Hilltop Regional Health Center in Tacoma. To this day, CHC operates six medical and behavioral health clinics, four dental clinics, and five pharmacies throughout Pierce County, and among those clinics cared for 45,385 patients in 2020.

As a Center of Excellence, Community Health Care's Foster Adoption Clinic will be an entry point for healthcare for the entire family touched by foster



community supporting itself and coming together to make things better.”

Centers of Excellence can also refer youth to Coordinated Care for additional support. In 2016, the Washington State Health Care Authority named Coordinated Care as the sole health plan responsible for managing the healthcare of the state’s approximately 24,000 youth involved in the child welfare system including foster care, adoption support and alumni of foster care.

“Coordinated Care is pleased to recognize Community Health Care’s Foster Adoption Clinic as a Center of Excellence,” said Beth Johnson, President and CEO of Coordinated Care. “They are setting the bar high for what a trauma informed approach looks like in healthcare. We are excited to see how their innovative approaches like utilizing a family room help youth and families involved with child welfare thrive.”

care, kinship care and adoption, providing:

- Initial Health Exams within 72 hours
- Early and periodic screening, diagnosis, and treatment within 30 days of entering care
- Behavioral health services
- Dental Services
- Referrals to specialists
- Assistance with securing medical equipment
- Prescriptions, Lab tests and x-rays

By collaborating with more than 30 community partners and state-level child welfare agencies in Pierce, King and surrounding counties, the clinic has been able to reach traditionally underserved populations that have touchpoints in the child welfare system, such as homeless youth and those in group homes, unaccompanied minors, pregnant teens in foster care, and foster alumni who have “aged out” of the system.

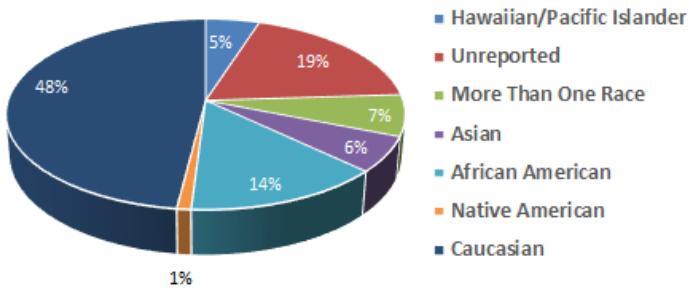
“The community is really rallying around these caregivers and forming a safety net,” said Nathan LaChine, Founder of Evergreen Caregiver Support. “This clinic is becoming a community cornerstone in that way, and the partnerships being formed reflect a holistic approach to care for the kids and families. Seeing the synergy that is starting to develop in the community around this clinic is amazing. It goes back to the grassroots of the

Community Health Care’s Foster Adoption Clinic even goes so far as to have a sensory sensitive, trauma-minimizing, and non-clinical exam space that puts patients at ease. Since January of 2021, the clinic has seen a 280% increase in visits because patients feel comfortable coming back for regular visits.

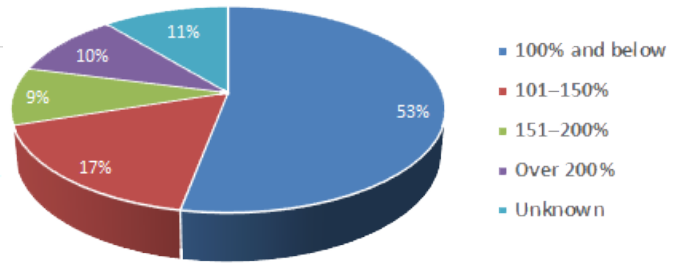


2020 PATIENT DEMOGRAPHICS

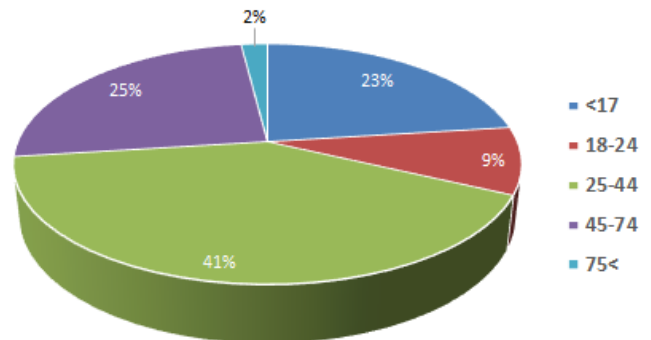
PATIENTS BY RACE



INCOME AS PERCENT OF POVERTY LEVEL

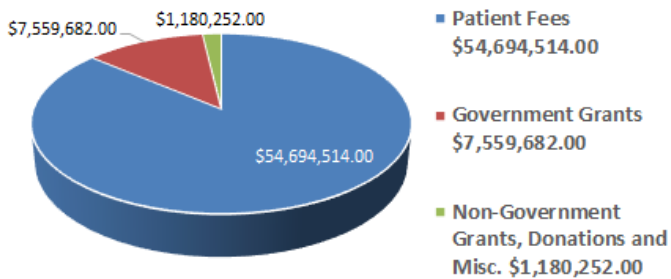


PATIENTS BY AGE

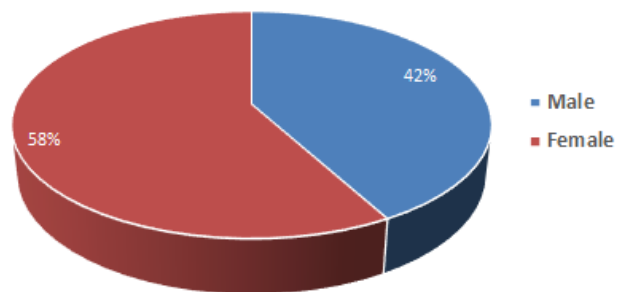


TOTAL OPERATING REVENUE BY SOURCE

Fiscal Year June 1st - May 31st 2020

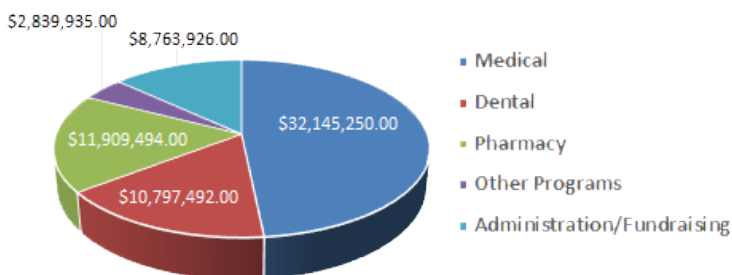


PATIENTS BY GENDER

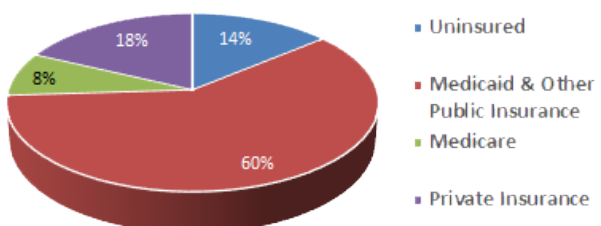


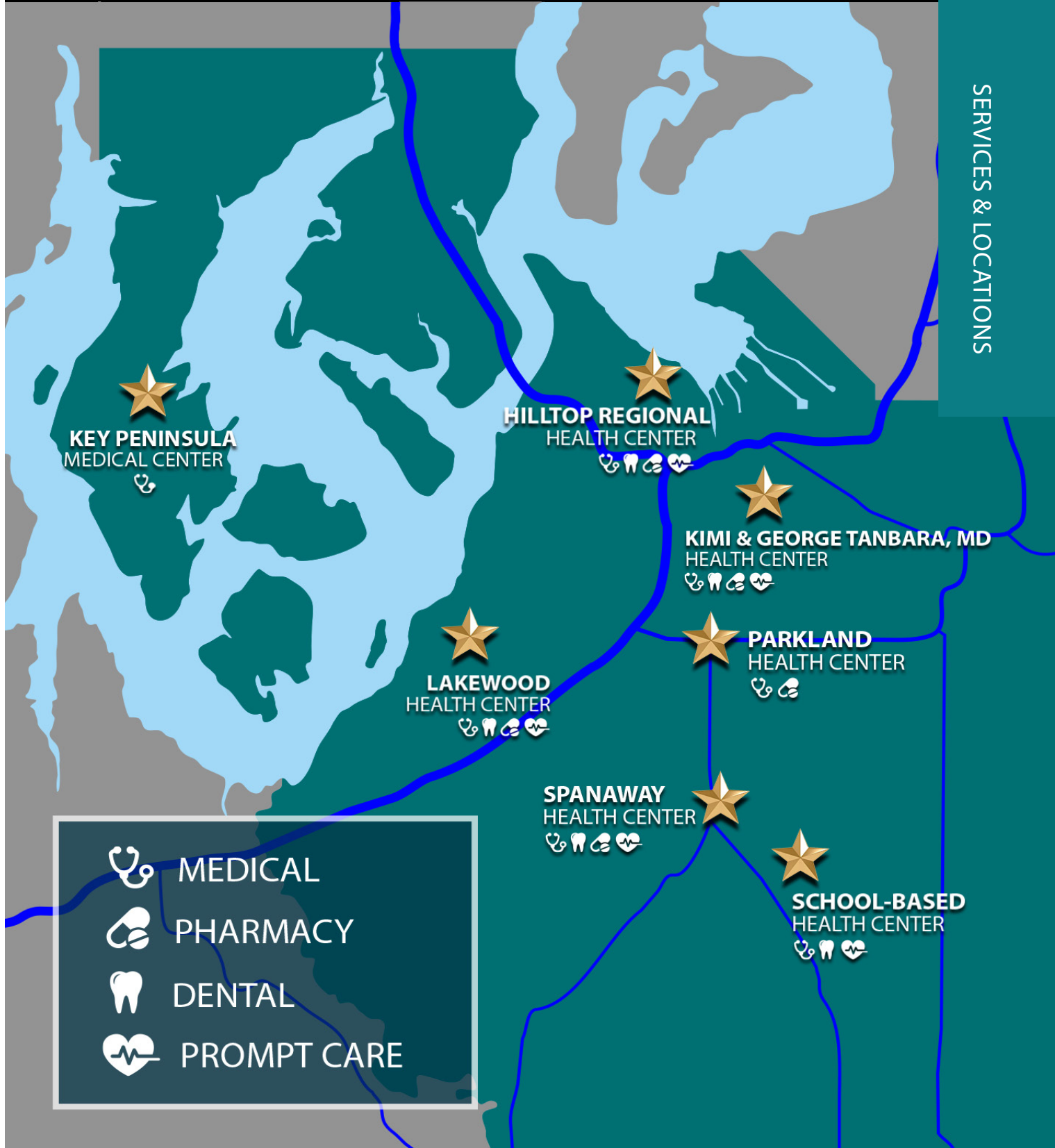
TOTAL OPERATING EXPENSES BY PROGRAM

Fiscal Year June 1st - May 31st 2020



PATIENTS BY INSURANCE COVERAGE





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
 - Access to Baby and Child 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 fourth class of six residents graduated from the program in June of 2020. 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. *Due to COVID-19, we did not have pharmacy residents in 2020.

(left to right)

YEAR 1

- Ariaahna Nietzke, DO
- Charlee Abboud, DO
- Joshua Monson, MD
- Marc Hartung, DO
- Marina Leith, DO
- Tor Anderson, DO

YEAR 1



YEAR 2

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



YEAR 2

YEAR 3

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



NURSING

- Andrea Wittmier, DNP, ARNP, FNP-C
- Josephine Eshun, DNP, ARNP, FNP-BC

NURSING



YEAR 3



ARLINGTON YOUTH CAMPUS - COMMUNITY HEALTH CARE CLINIC

According to the January 2021 Point-In-Time count by Pierce County Human Services, there are at least 92 homeless youth, young adults, and unaccompanied minors living on the streets in Pierce County. That is 10% of the total number of children in foster care. Many of these young people are fleeing abusive homes only to endure addiction, sex trafficking, lack of education, lack of emotional support, safety, and the inability to get meaningful employment. So, where do they go to find safety and help to break the cycle?

Back in the mid-2010s, Tacoma Housing Authority had a bold idea. Build a place where these young people can live in safety, receive services (such as healthcare, employment assistance, and job training), and get the encouragement they need to start building towards a healthy, productive life. After raising and receiving funds from agencies like the State of Washington, City of Tacoma, Pierce County, and private donations, they

broke ground in July of 2019 and opened in December of 2020.

Community Health Care is proud to be a part of this effort. In the 58-unit apartment building, starting in January of 2021, Community Health Care opened a small clinic, operating 2 half days per week, one day devoted to medical and the other to dental. Fully one third of the units in the main apartment building house children. The parents of these children can come to the clinic to learn about appropriate health care, from immunizations to dental care. All the residents can come to the clinic for things like dental checkups, chronic condition monitoring (such as diabetes), or just healthcare advice.

We are focused on bringing healthcare to where the need exists. Community Health Care is dedicated to changing the face of healthcare in Pierce County by acknowledging that there are many who are unable to visit the more conventional clinics and bringing services to the people who need it most.



KEY MEDICAL CENTER - COMMUNITY HEALTH CARE'S NEWEST LOCATION

Community Health Care is on a mission to provide accessible healthcare to everyone in Pierce County even in the areas far from the population centers. Our newest health center is on Key Peninsula. Key Medical Center is now flying the Community Health Care banner.



Key Medical Center has been keeping Key Peninsula citizens healthy since 1993. The founder of Key Medical Center and current medical provider, Dr. William Roes, agreed to continue in his position after the purchase, providing much needed continuity and patient satisfaction. The practice currently supports 3,500 patients but plans to add patients with the hiring of a new pediatrician, Dr. Mimi Chau, and a behavioral health consultant, Martha Sandquist.

We are partnering with several other nonprofit entities in the area, like the Mustard Seed Project and Food Backpacks for Kids. The Mustard Seed Project plans to open an assisted living campus in 2022, right

up the street from Key Medical Center. Our two entities are working on a plan where Community Health Care will aid in the care of those residents. In 2018, almost 20% of Key Peninsula residents relied on either Medicare or Medicaid for their insurance, both of which are accepted by Community Health Care. Just shy of 8% of KP residents are uninsured. We are uniquely positioned to help uninsured residents navigate the insurance process to help get the coverage they need. And as always, Community Health Care never turns anyone away for inability to pay.

As the pandemic wanes, look for us at community events like Key Peninsula Logging Show & Festival, prepared to answer questions and give out popular items like toothbrushes and hand sanitizer. We are working with the Peninsula School District to set up a summer health fair, where we can provide sports physicals and dental checks.

There are also plans in the works for a grand opening celebration. As an organization, we are very excited about being a part of the Key Peninsula community.



COMMUNITY HEALTH CARE PIVOTS WITH THE ONSET OF CORONAVIRUS

So much has happened since this time last year, but the one over-arching event is the advent of the coronavirus. In the beginning, no one went anywhere. We (the medical community) did not know how contagious it is; we did not know how to control it; we were not sure how best to treat it. With time comes experience and we have learned so much since then. We mask up, we social distance, we wash our hands.



In order to continue to provide our patients with quality healthcare, we made a lot of changes. One of those changes includes an increase in the use of personal protective equipment (PPE). On the dental side, we employed plexiglass and plastic barriers, air filtration and circulation to cut down on the spread of respiratory droplets. One of the major changes made in both the medical and behavioral health areas is the increased use of telehealth.

What is telehealth? Telehealth — sometimes called telemedicine — is the use of electronic information and telecommunication technologies to provide care when you and the doctor aren't in the same place at the same time. If you have a phone or a device with internet access, you already have everything you need



to get medical care or services through telehealth. Telehealth isn't a perfect fit for everyone or every medical condition. Make sure you discuss any disadvantages or risks with your primary care provider.

In addition to doubling down on PPE and ramping up telehealth, we were on the front lines with both COVID testing, and once the vaccines came out, immunizing our patients. We performed COVID tests at four of our clinics: Hilltop, Eastside, Spanaway, and Lakewood. We moved our Urgent Care Clinic up to the 2nd floor of Hilltop and made the space on the first floor into a strictly COVID treatment space. We worked in tandem with the Tacoma-Pierce County Health Department and vaccinated patients at Hilltop, Lakewood, local high schools, and our School-Based Clinic at Bethel Middle School. Our goal is to provide vaccines to the most underserved populations in our community.



Community Health Care is dedicated to providing our patients with the safest and best possible healthcare, no matter what is going on in the world. From every day life to managing a pandemic, we have been here for our patients for more than 50 years and will be here - with your help - for the next fifty.

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 THE ENDOWMENT DONORS

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THANK YOU FOR YOUR SUPPORT OF THE PATIENT CARE FUND!

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SBHC UPDATE

We are getting noticed! The Community Health Care School-Based Health Center (SBHC) located at Bethel Middle School received an important visitor: US Representative Kim Schrier. Congresswoman Schrier represents Washington's 8th Congressional District, which includes much of King, Pierce, Kittitas, and Chelan Counties, and portions of Douglas County. She was welcomed by our CEO, David Flentge, Audria Cordova-Kennedy and Brandon Faraday - clinic administrators, Dr. Jeff Reynolds - our Dental Director, as well as several notables from the Bethel School District. A pediatrician herself, we were glad to welcome the Congresswoman, to answer her questions and talk about our mission: To bring quality, accessible healthcare to everyone!



DON'T FORGET NEXT YEAR'S LUNCH & LAUGHTER EVENT:
WWW.COMMHEALTH.ORG/LUNCH

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