



2020 ANNUAL REPORT

2020 was a year of milestones, for better or for worse. In these uncharted times navigating a public health pandemic, political unrest, and a much more focused dialogue on social justice issues, Columbia Basin Health Association (CBHA) remained focused on its mission: to provide equal access to quality healthcare for all regardless of age, sex, color, ethnicity, national origin, or ability to pay.

Communities are only as strong as those within them. We are blessed to live and serve in communities where people truly care about each other, communities that believe in the golden rule and persevere even in the most challenging of times. If there is one thing that 2020 has taught us, it is that a shared vision can keep us well, even while being apart.

At CBHA, we are committed to living our mission and vision out loud, as we continue to innovate and reinvent the ways in which we provide access to keep our communities healthy and thriving.



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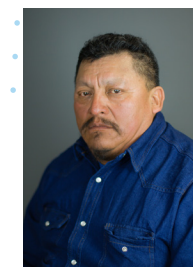
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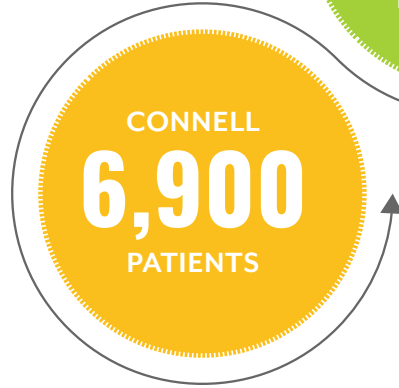
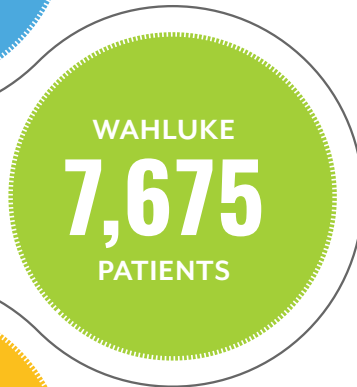
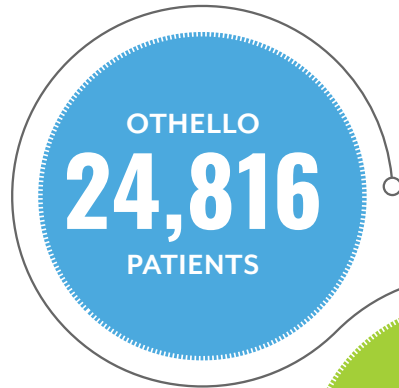
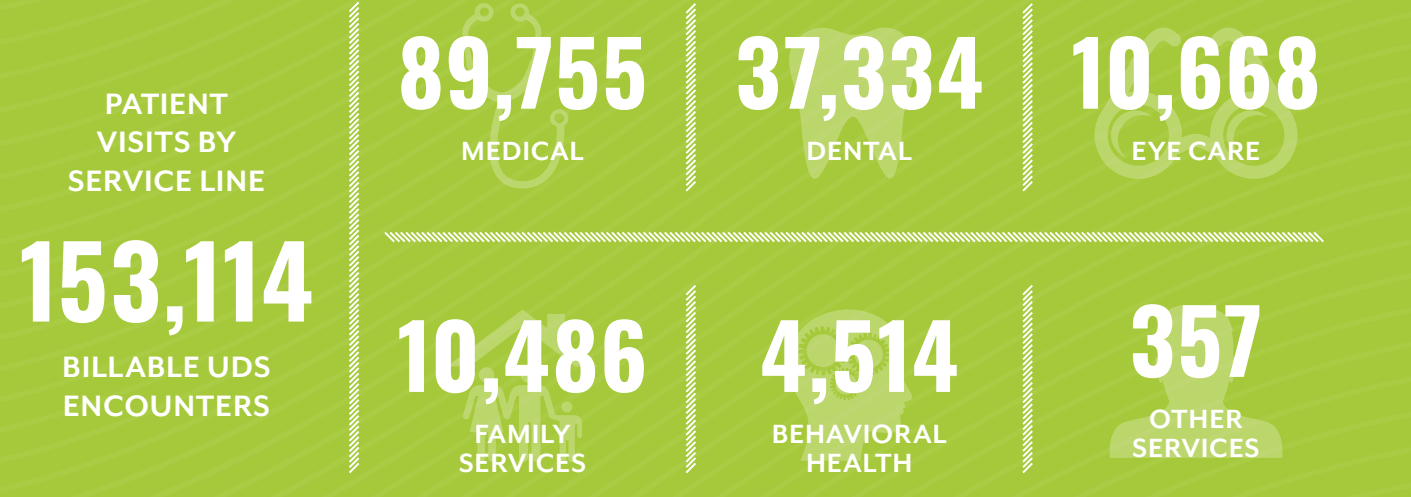
Dr. Hung Miu
CHIEF MEDICAL
OFFICER



Randel Stevens
CHIEF INFORMATION
OFFICER

When I was at CBHA I was gladly greeted by a gentleman named Jose Rincon (Patient Services Rep I) at the front desk. I want to compliment him and CBHA as an organization for having the perfect person to meet patients as they walk in. Jose was very accommodating and walked me to where I needed to go instead of just telling me. Thank you for your service in our communities and all you do. We need more people like Jose!

— Patient Comment

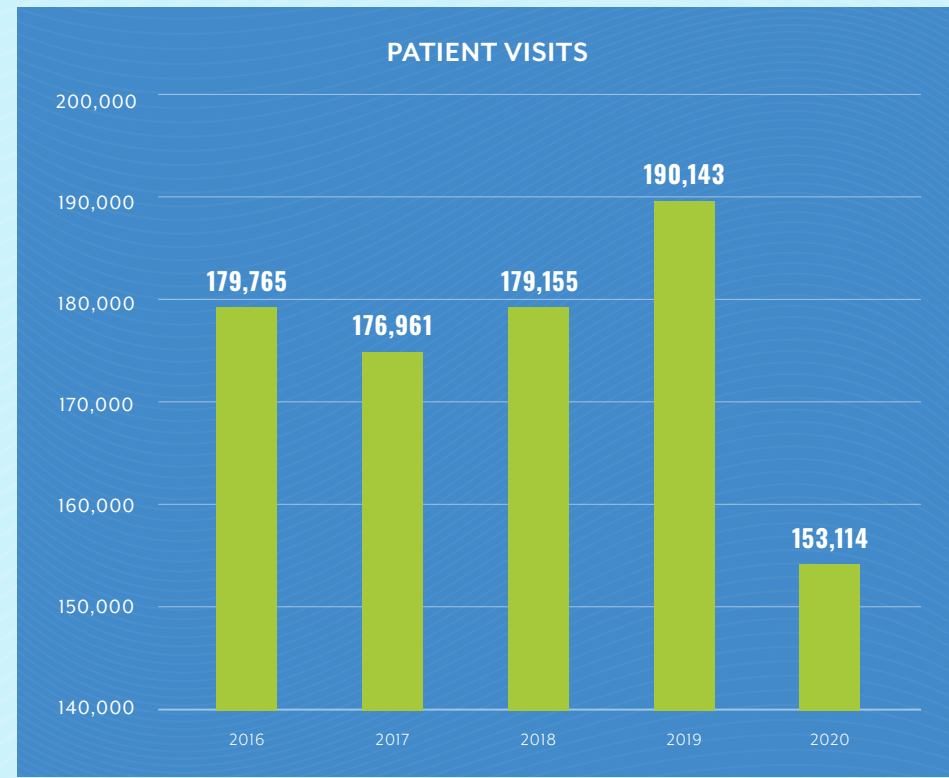
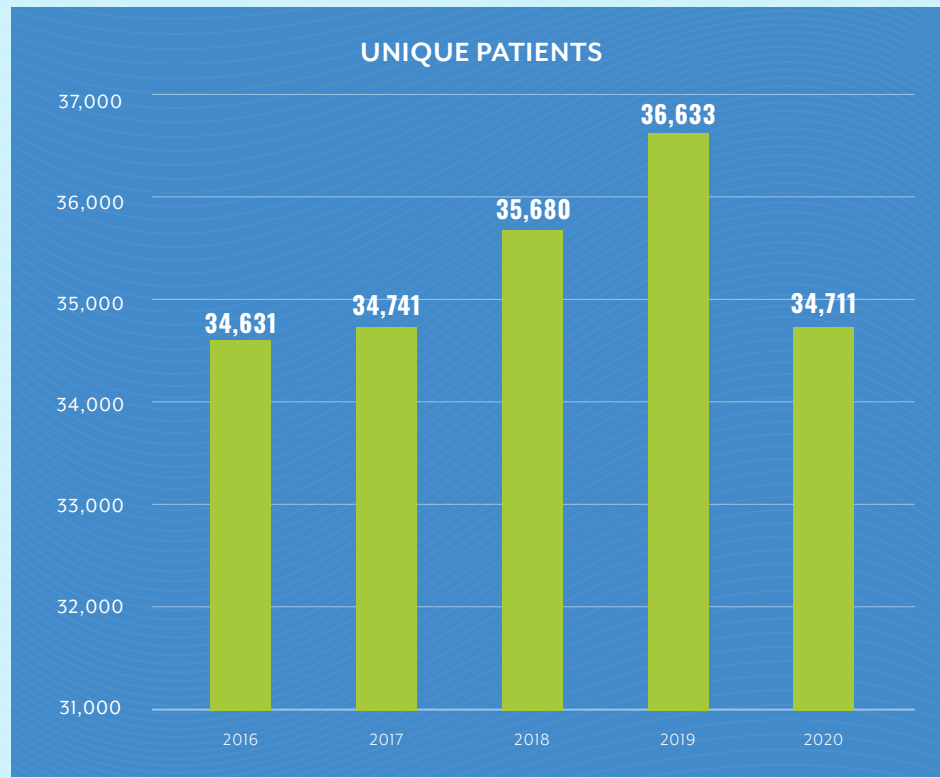


380 BABIES
DELIVERED BY CBHA PROVIDERS



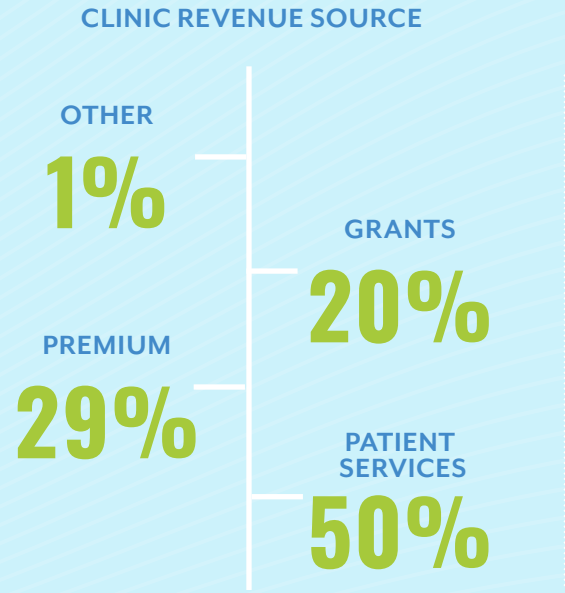
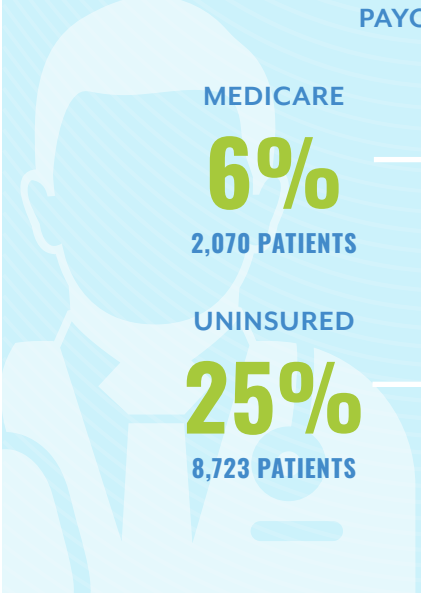
I liked that I was very well attended when I went in with my baby. Since I do not speak English, they had an interpreter to help me. The interpreter and the doctor were very patient, attentive and amiable. The doctor checked my baby well and explained to me with details about her development. All the staff is very good at doing their work!

— Patient Comment



Matthew Walker is the best PA-C I have ever had a positive visit with. He did an amazing job assisting us, and made my daughter very comfortable. Matthew is top notch!

— Patient Comment



The way we practiced healthcare in 2020 may have changed, but what stayed true was CBHA remaining faithful to delivering the best care to our communities. We organized 100 COVID-19 outreach events and completed around 13,000 COVID-19 tests.

We introduced drive-up clinics and curbside check-in. We implemented innovative technology that included telehealth for all services, scheduling through text message, online patient self-scheduling, COVID-19 health assessment chatbots, and COVID-19 response clinics. CBHA was also one of the first Healthcare Providers to introduce Rapid Testing as a service.

Our communities also remained faithful in supporting CBHA. We are blessed and grateful for them, and thank them for allowing CBHA to be their Healthcare Home.



12,780

VIRTUAL VISITS
THROUGH TELEHEALTH
TECHNOLOGY

13,335

COVID TESTS
PERFORMED

100

COVID TESTING AND
OUTREACH EVENTS



EMPLOYEE RECOGNITION



HAYLEY MIDDLETON
DIRECTOR OF QUALITY
2020 SUPERVISOR OF THE YEAR



JOSE VELA
MEDICAL ASST. - CERT.
2020 EMPLOYEE OF THE YEAR



LAUREN SPILLES
DENTAL HYGIENIST
2020 DENTAL PROVIDER OF THE YEAR



JOHN BEAUCHAMP, PA-C
2020 MEDICAL PROVIDER OF THE YEAR



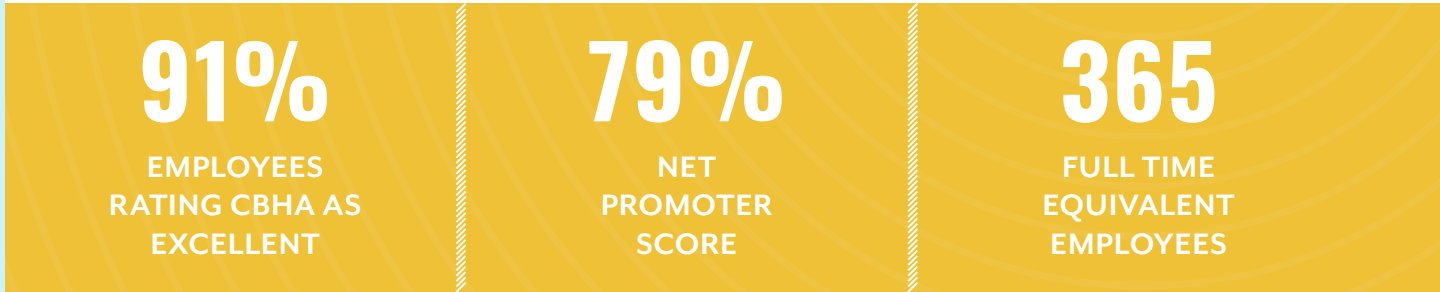
MIGUEL BLAS-MATUS, PA-C
2020 MEDICAL PROVIDER OF THE YEAR

When the pandemic began to negatively affect the economy, CBHA responded by investing in our workforce.

Approximately \$1,000,000 was dedicated to a COVID-19 relief (leave) bucket to respond to the crisis affecting the health and well-being of our employees. This investment in our employees was accompanied with our highest-to-date increase in yearly compensation focused heavily on front line staff.

CBHA's efforts to be the Employer of Choice in our communities continued to provide outcomes as our workforce retention rate hit **85%**, our highest yet (and well over national average for Healthcare Organizations). Our Employee Engagement top box scores remained over **91%**. And our internal customer service scores were at **95%**.

Happy employees result in happy customers, and this was proven to be true for CBHA as our Patient Engagement Top Box Scores increased to a record high.



WELCOME 6 NEW PROVIDERS



Luis Alcalde, PA-C FAMILY PRACTICE	Tiffany Carter, ARNP FAMILY PRACTICE	Loren Knebl, ARNP FAMILY PRACTICE	Dr. Shane Schmidt, DDS PEDIATRIC DENTIST	Flower Star RD NUTRITIONIST	Dr. Jonathan Walker OPTOMETRIST
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\$136K

PROVIDED IN
COMMUNITY
SUPPORT



50

COMMUNITY
EVENTS



2,700+

HOURS
PARTICIPATED
IN COMMUNITY
EVENTS



\$8K

IN SCHOLARSHIPS WERE
AWARDED THROUGH
CBHA'S HEALTHY FUTURE
SCHOLARSHIPS



CBHA 5K COLOR RUN VIRTUAL EVENT



MIGRANT WORKER OUTREACH



THANKSGIVING FOOD BASKETS



COVID TESTING EVENTS



CHRISTMAS TOY DRIVE



MIDDLETON FALL FESTIVAL

Immediately after the first case of COVID-19 was reported in Kirkland, WA, CBHA Leadership gathered and developed a crisis response plan that would keep our patients, employees, and communities safe, informed, cared for, and thriving.

CBHA's crisis response plan included leading the way in establishing local, state, and federal resource work groups that focused efforts around planning, education, testing and eventually vaccination. Throughout all of this we remained committed to our six pillars.

Here at CBHA, we serve with purpose, passion, position and performance. Our priority is to be the place for employees to work, patients to receive care, and providers to practice healthcare. We are committed to living our mission and vision out loud and continue to innovate and reinvent the ways that we provide access to keep our communities healthy and thriving.



CBHA REMAINS COMMITTED TO OUR PILLARS:



FINANCE



QUALITY



SERVICE



PEOPLE



GROWTH



COMMUNITY

Modern Healthcare Best Places to Work™ 2020

For these efforts and more, CBHA was recognized and awarded Modern Healthcare's Best Places to Work in Healthcare 2020.

This is a national award presented to only the top 150 companies and organizations that empower employees to provide patients and customers the best possible care, products and services.

The award criteria also considered how organizations navigate the COVID-19 pandemic, design employee benefit packages, and demonstrate transparent communications from leadership to the organization.

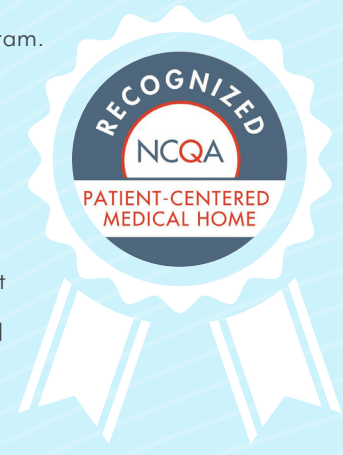


In a time where compliance and operations were under elevated watch, CBHA demonstrated why we are recognized as a national best practices leader in quality, technology, and operations. This was done by successfully completing our Health Resources and Services Administration Operational Site Visit (HRSA OSV) evaluation with a perfect score of 19 of 19 measures met. We also received an invitation to present at the national conference for our Innovation, Quality, and Process Improvement.

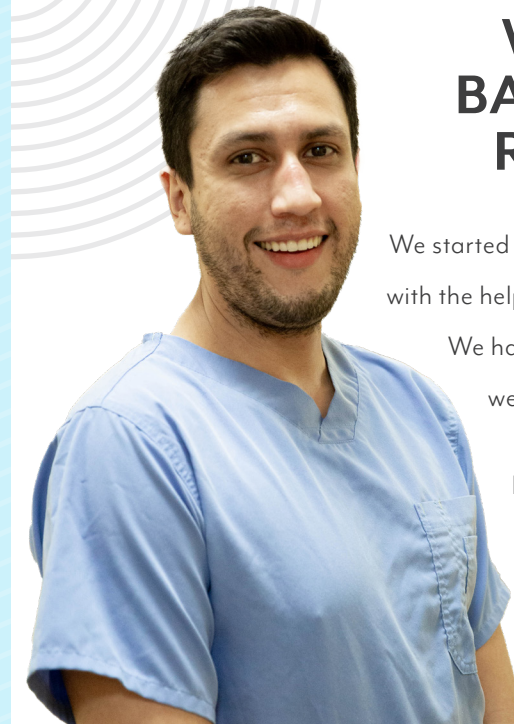


CBHA was awarded the HRSA Gold Standard Quality Award, which is awarded to the top 30% of high quality of over 1500 Health Centers. Other awards include Centered Medical Home (PCMH) Award, Immunize Washington Award, and the LOSOS Award for meeting all quality initiatives for our Parents as Teachers Program.

CBHA also achieved the quality outcome targets for our Risk Contracts with Care Organizations (MCO) in times where focusing prevention and quality became an even greater task. It forced health organizations to lean on technology and innovation to provide access to the best care, both in person and virtually.



WELCOME BACK DENTAL RESIDENTS



We started back up our Dental Residency Program with the help of Dr. Choi, our Chief Dental Officer!

We had four dental residents that joined us and were with us for a full year.

Dr. Richard Jimenez completed our Dental Residency program and accepted a position as a full time Dentist in our Connell Clinic.

Dr. Janet Romero is the best dental provider. She is so nice, very professional, and she answers all of my questions that I have. Also, her assistant Emmanuel was very nice. He is customer focused and he made me feel welcome to my appointment. The people at Wahluke Dental are awesome.

— Patient Comment





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