

# HomeTown HEALTH

JULY 2019



# A year of change and growth

It has been over a year (March 1, 2018) since I was named CEO at Columbia Basin Health Association. It has been a big year for me; and I have loved every minute of it! We have completed the hard work of strategic planning and are moving forward with our vision to "be a model of excellence in patient satisfaction in community and migrant health care and a community leader in initiating and developing collaborative relationships."

We are working with Othello Community Hospital in obstetrics care as well as patient care admissions from the emergency room. We are also collaborating with local area school districts on such services as dental and optical screening programs for elementary school students.

One of my goals as CEO was to make CBHA clinics an integral part of the community. I wanted to hear what people thought CBHA should be doing and what additional services they might want. My dream has become a reality with the formation of the Community Patient Advisory Council. We came up with some guidelines, selected members at large from all three communities and held our first meeting in April. The Council will meet on a quarterly basis.

I am also pleased to announce that we have recruited Dr. Ji Choi as Chief Dental Officer. He will oversee the dental department and also take care of dental patients.

I'd like to invite you all to join me in "Running for a Cause" at our Second Annual Color Run on Saturday, September 28th at 9:00 a.m. outside the Othello Clinic at 1515 E. Columbia Street. Register online today at [CBHARunForACause.org](http://CBHARunForACause.org). Together we will advocate for Childhood Wellness.



Front Cover: Dr. Alaa Atfeh,  
Family Practice

*Nieves Gomez*

CBHA President, CEO

# Hometown HEALTH

**BROUGHT TO YOU BY THE  
CBHA MARKETING TEAM**

**Blake Barthelmess**  
EDITOR

**Magali Valdez**  
PHOTOGRAPHER

**Jill Baker**  
GRAPHIC DESIGNER

**Fay Coats**  
WRITER

**OTHELLO CLINIC**  
1515 E Columbia St, Othello • 509.488.5256  
**CONNELL CLINIC**  
1051 S Columbia Ave, Connell • 509.234.0866  
**WAHLUKE CLINIC**  
601 Government Way, Mattawa • 509.932.3535

**For Clinic Departments and Hours: [CBHA.org](http://CBHA.org)**

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**COOL DOWN WITH  
AN ICED DRINK**



**CBHA CAFÉ • 1515 E COLUMBIA ST, OTHELLO  
OPEN 6:30AM - 4:30PM • MONDAY - FRIDAY**

# From Delivery Room to Pediatric Care

“The most gratifying part of family medicine is helping bring a *New Life into the World* and then continuing to watch them grow.”

From the first moments you learn that you're expecting a baby, the decision-making begins. From when to share the news (and with whom), to whether or not to learn the baby's gender, to selecting the baby's name, and deciding whether to have an epidural...there are many decisions to be made.

One of the first and most important decisions you'll make is about prenatal care and the delivery of your baby. Finding the right doctor for care during your pregnancy and to eventually deliver your baby is a big decision. Your doctor plays a key role throughout the pregnancy, so it's important that you consider your options and what best fits you and your family for this experience, and beyond.

## FAMILY PHYSICIANS WITH OBSTETRICS OFFER COMPREHENSIVE CARE

At CBHA, we proudly offer the services of several highly trained and dedicated Family Physicians who provide Obstetric Care. These Family Physicians with Obstetrics (FPOBs) are primary care doctors who deliver babies, but also treat a broad variety of health conditions, from earaches in infants to congestive heart failure in older adults.

In addition to medical school, family physicians usually have three years of intensive training. Some choose to emphasize obstetrics and undergo additional training. All of CBHA's FPOBs are board-certified, highly trained, and well-qualified to medically oversee a pregnancy. They also genuinely enjoy taking good care of both mother and baby.

Many families appreciate that their family physician provides

prenatal care and delivery because of the continuity of care. FPOBs are already familiar with your medical history, and have likely treated you before your pregnancy. Importantly, an FPOB can continue to treat both the mother -- and baby -- after the birth.



### DR. MATTHEW STANTSPAINTER

Dr. StantsPainter, DO, estimates that he has delivered several hundred babies since completing his residency over ten years ago. He believes his osteopathic training blends in well with his obstetric practice and has given him the skills to provide safe deliveries for a wide number of patients. "Caring for the whole

patient and recognizing the role of a condition like pregnancy in a patient's life is central to the philosophy of osteopathy which is that every function of the body is connected to another."

He has found that caring for the whole family leads to a richer relationship with each family member and the family as a whole. He feels privileged to be present at the significant milestones in their lives, from the delivery of the first child through the later stages in life.

Dr. StantsPainter divides his time between CBHA clinics in Othello and Connell. "It is exciting to me that we are now offering obstetrics in Connell as well as in our other two clinics," Dr. StantsPainter said. "It has been well received by the patients and community."



Dr. Syed Gillani, DO



**CBHA has 2 OB/GYNs and 6 full-time family practice providers. All of them provide:**

- Ultrasounds
- Delivery
- Postnatal care
- Breastfeeding Support
- Depression Screening
- Contraception counseling
- In-hospital well newborn care
- Preconception counseling and fertility evaluations
- Regular prenatal exams for low-risk pregnancies
- In-hospital care for newborn complications, such as infant jaundice and hypoglycemia
- Outpatient well child care
- In-hospital or outpatient circumcision
- Routine gynecologic care, including IUD insertion
- Routine and preventive care for all family members

**DR. FRANCISCO PRADA**

Like his peers, Dr. Prada intentionally chose to be a FPOB, a match for the type of medicine he wanted to practice. "I went into family medicine specifically so that I could use a whole family approach – see mom, dad, the kids, deliver the babies, and provide continuing care for the whole family."



Dr. Prada is fluent in both Spanish and English. Dr. Prada believes that providers gain valuable information when the same physician is involved both before and after the birth. By being involved in pre-natal care, delivery, and ongoing pediatric care and healthy visits for mom, Dr. Prada and other FPOBs eliminate the hand-offs in health information that might otherwise break down between several professionals.

"Instead of separating patient care into silos, in my mind, the stages of pregnancy and aftercare are seen as one, especially from those first few days in the hospital, to when I first see patients in the clinic. From the beginning of the pregnancy to after the birth."

"When a baby is born, I have an advantage when it comes to the care of the child, because I know what the pregnancy was like. This is one of the great advantages of family medicine, and for me, it's also the most gratifying part of family medicine. Bringing a new life into the world, and then continuing to watch them grow."

Originally from Colombia, Dr. Prada's interest in obstetrics started early in his career, when he came to the United States. "Because I had a much greater interest in obstetrics than other residents, I did

many more deliveries during my residency. I also completed electives in OB so I could learn more, which enables me to better perform non-complicated obstetrics and managing routine pregnancies."

Being a part of raising healthy, happy families brings a great deal of satisfaction to CBHA's FPOBs. "It's a super exciting time for multiple reasons. And, from a strictly biological point of view, I find it fascinating how these two little cells grow into this human being. You're witnessing a miracle that this being is even coming to life – and, well, it's just amazing. That's why I love it!" says Dr. Prada.

**DR. SYED GILLANI**

Dr. Gillani, DO, echoes Dr. StantsPainter's sentiments regarding osteopathy. A DO himself, Dr. Gillani's philosophy is a holistic approach that recognizes the amazing power of the human body, which is key to both obstetrics and osteopathy.



"My special interest is osteopathic manipulation in obstetrics. And, I like to tell my patients that I'm a one-stop shop," says Dr. Gillani. "My favorite part of my OB practice is being able to use my osteopathic experience and family medicine, as well as obstetrics, to bring health and happiness to families. I make sure that not only mother and baby are healthy but the entire family as well."

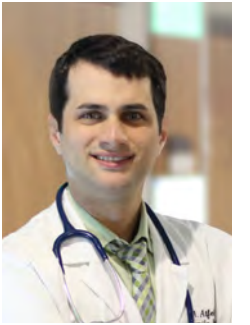
Dr. Gillani completed an obstetrics fellowship in Tacoma, and finds delivering babies to be one of the greatest joys in medicine. In Othello alone over the last few months, he has delivered dozens of babies.

Dr. Gillani says he loves women's health because a woman is an integral part of the family. "She's really a pivotal part that coordinates everything – and healthy women generate a healthier society. So it's important that she needs to be healthy.

Educating women how best to care for themselves and their families is to me the beauty of family medicine."

**DR. ALAA ATFEH**

Dr. Alaa Atfeh has been treating patients at CBHA clinics for about five years. One of his goals when he began treating patients at CBHA was to develop lasting relationships as a family physician who also provides obstetrics care. He has achieved this goal; he has gotten to know the families he takes care of and finds a special joy every time he delivers a baby.



Dr. Atfeh welcomed a new baby to his family this past May, and is keenly aware of the role he plays when working with expecting parents. "It's an honor to be present when a new life enters the world. There's nothing quite like it. And, I know from personal experience as a new father that the physicians and staff who are part of that day make a deep and lasting impression on the family. It's a responsibility I don't take lightly."

**FROM DELIVERY ROOM TO PEDIATRIC CARE**

CBHA family physicians can care for you throughout your pregnancy and delivery, including caring for your newborn in the hospital. CBHA's FPOBs also work collaboratively with the hospital childbirth team and have access to all the technology and capabilities offered by the hospital.

After your baby's birth, the same doctor can continue to care for you, your new baby and other family members, serving as a single care provider for your whole family.

This continuity of care means you'll have a physician who is familiar with your total health picture and knows you and your family as people, not just patients. It also offers the convenience of allowing both you and your baby to be seen together by one physician for post-natal and newborn care.





“

It's an honor to be present when a new life enters the world...

*There is Nothing Quite Like it.*

”

— Dr. Alaa Atfeh

# Columbia Basin Explorations

## Othello's History Comes Alive

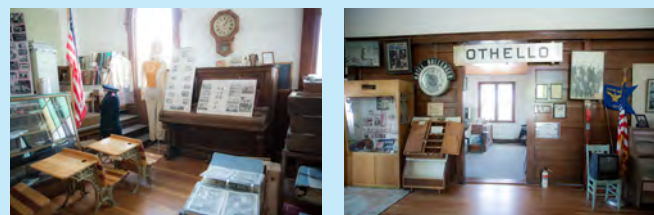


### OTHELLO COMMUNITY MUSEUM

The building which now houses the Othello Community Museum served as a place of worship until the early 1970s. The building was vacated at that time. A group of area citizens banded together and raised enough money to purchase the building. It took thousands of hours of volunteer work and monetary contributions to renovate the building before opening to the public in the fall of 1972.

Exhibits have been designed to tell the story of how present day Othello, with its orchards, vineyards, and lush, green fields developed from an area, in the 1800s, that had rattlesnakes, jack rabbits, mile after mile of sagebrush, little water and devastating dust storms. Major exhibits include Othello's railroading past and the arrival of irrigation water from the Columbia River.

The museum is open on Saturdays, 1 to 5 pm, from June through September. Special focus for this season will be cattle ranching in the 1800s, cattle and sheep brands and pioneer families.



### THE OLD HOTEL ART GALLERY

The Old Hotel Art Gallery, was built in 1912 with 15 guest rooms which were regularly occupied for 62 years. Milwaukee Railroad crews regularly stayed in the hotel and it became an active part of the community's economy. It had multiple owners during that time.

After closing in 1974 the building stood empty for about a year. Four local women saw potential in this old building, rallied community support and raised the \$4,000 necessary to buy the building in 1975.

The building was renovated, volunteers were organized and the Old Hotel Art Gallery became a reality. It has remained open ever since – Tuesday through Saturday, 10am–5pm. The gallery has a part-time paid director who oversees a volunteer staff.

The Gallery also houses the Milwaukee Road Interpretive Caboose and the Othello Chamber of Commerce. Over 700 artists and craft designers sell their work here. A revolving artist of the month is also featured. Art Gallery staff will be recognizing Gladys Para, one of the original four organizers, during the month of July.

# The Gorge Amphitheatre and Cave B Estate Winery

There's no shortage of recreation and entertainment in central and eastern Washington.

The Gorge Amphitheatre is a natural concert venue overlooking the Columbia River in Washington. The venue offers more than 20,000 seats and has been known to host some of the world's most sought after performers.

From Mumford and Sons to Dave Matthews Band and multiple day music festivals, the Gorge Amphitheatre's 2019 summer lineup is sure to impress. It's a place that music lovers will definitely want to visit this summer.

- July 13: Beck and Cage the Elephant
- July 26 - 27: Above & Beyond
- August 1 - 4: Watershed featuring Miranda Lambert, Zac Brown Band and Jason Aldean



- August 9: Mumford and Sons with Portugal the Man
- August 10: The Avett Brothers with Lake Street Dive
- August 23: Bass Canyon Festival
- August 30 - Sept. 1: Dave Matthews Band
- September 6: Bon Iver

For breathtaking views and stellar wines, look no further than Cave B Estate Winery. You'll experience outdoor adventure and an unforgettable landscape at one of the Northwest's finest resorts.

Cave B has added a world-class spa and inn to the vineyards, making it a memorable weekend get-away or vacation destination. You can stay in the luxurious cliffhouses or one of the extravagant desert yurts. Pamper yourself and your loved ones with pool-side reading, hot stone massages, facials or body wraps using Aveda products.

Sweeping panoramic gorge cliffs, valleys, and peaks make the property a stunning backdrop for the popular Tendrils Restaurant and the chef's garden that provides fresh produce for the menu.

If you want a summer escape, check out Cave B.

Courtney photo from Gorge Amphitheatre

# WELCOME

## Vanessa Frank, ARNP

### PEDIATRIC ARNP

When Vanessa Frank was five years old, she accidentally cut her finger deeply enough to require stitches. The doctor who performed the procedure discouraged Vanessa from watching as he worked, but Vanessa, curious about what was happening, watched the doctor's every move through the reflection in her mother's eyeglasses. Rather than being afraid, she found the entire process fascinating. "I thought it was so cool that I could see my bone!" Vanessa recalled.

From that day on, Vanessa told her family she was going to take care of people the way her doctor did. At age sixteen, she trained to become a nursing assistant.

After high school, Vanessa earned a Bachelor of Science in Zoology, with a minor in Chemistry. She then earned a Bachelor of Science in Nursing from New York University. After practicing nursing for several years, Vanessa returned to college, earning a Doctor of Nursing Practice (DNP) from the University of Washington School of Nursing.

*"I love working with kids and their families and helping them navigate through healthcare challenges to be the healthiest they can possibly be."*



# WELCOME

## Dr. Ji Choi

### DENTIST, CHIEF DENTAL OFFICER

Originally from Korea, Dr. Choi immigrated with his family to America when he was ten. Growing up years were spent in Richland, WA. After graduation from high school, undergraduate studies and dental school, he returned to the Pacific Northwest where he spent 14 years doing private practice and working in community health.

He is the process of buying a home in Othello. He and his wife have three children. As a family they enjoy music, movies, board games and camping. He plays piano, enjoys fishing and takes advantage of camping trips to find a lake and go fishing.

Dr. Choi received his BA in Chemistry and Biochemistry from Oberlin College in Oberlin, OH. He graduated from the Michigan School of Dentistry in Ann Arbor, MI.

*"I enjoy treating patients of all ages, races and genders. However, I have a special place in my heart for the immigrant population and the population we serve at CBHA. I am a compassionate dentist; I listen to what my patients say and work to heal their whole person and not just their body."*



## What is a Pediatric Nurse Practitioner?

A PNP is a Pediatric Nurse Practitioner. PNPs have been treating pediatric patients in communities across the country for more than 40 years, reaching millions of patients annually. They work in a variety of settings, including health care clinics, physician offices, community health centers, and hospitals.

Like primary care providers, Pediatric Nurse Practitioners treat common illnesses, listen to descriptions of symptoms, and spend one-on-one time with patients. In fact, NAPNAP reports that more than half of its members spend anywhere from 16 to 20 minutes with children and adolescent patients during a typical appointment.

In addition to preventing disease, PNPs promote health and wellness and educate family members about plans of care. Services provided by a Pediatric Nurse Practitioner include:

- Childhood immunizations
- Developmental screenings
- Medication prescriptions in some states
- School physicals
- Treatment of common illnesses
- Well-child exams

Pediatric Nurse Practitioners work hand-in-hand with pediatricians and other healthcare providers. The PNP essentially fills the role that falls between that of a nurse and the pediatrician and, in a pediatrician's office, can see and treat children by themselves, without supervision. PNPs also might conduct home visits, and because of their graduate-level education, may be involved in research or take on leadership roles to affect public policy."

*CBHA happily welcomes its newest Pediatric Nurse Practitioner, Vanessa Frank!*

## UPCOMING LOCAL EVENTS

### JULY



**4TH**  
Othello Festival and Parade  
CBHA Clinics Closed



**12TH & 13TH**  
Royal City SummerFest  
Lion's Park



**13TH**  
Othello Relay for Life  
Pioneer Park



**18TH**  
CBHA Summer Family Night  
Othello Clinic

### AUGUST



**3RD**  
Mattawa Community Day  
Wahluke Clinic



**4TH - 10TH**  
National Health  
Center Week



**7TH**  
Breastfeeding Celebration  
Othello Clinic



**10TH**  
Othello Community Health Fair  
Othello Clinic

### SEPTEMBER



**2ND**  
Labor Day  
CBHA Clinics Closed



**11TH - 14TH**  
Othello Fair & Rodeo  
Othello Fair Grounds



**14TH**  
Connell Fall Festival  
Downtown Connell



**28TH**  
Color Run: CBHA Run for a Cause  
Othello Clinic

# Total Success

## for Ruben Padilla, High School Graduate

Ruben Alatorre-Padilla was tired of feeling sluggish and fatigued all the time.

The Royal City High School senior often struggled to get through the day, his energy and motivation at an all-time low. He wasn't able to play sports like he used to and that was frustrating. Despite being so fatigued, Ruben also wasn't sleeping well. He woke up frequently during the night and seldom started the day feeling rested.

He knew he was too young to feel this way and he wondered if losing weight might help.

"I wanted to start a diet, but I wasn't sure the best way to go about it. So I made an appointment with CBHA," Ruben recalls.

After Ruben had a complete physical to rule out any other health condition that could be contributing to his fatigue and lack of energy, he was given the green light to proceed with a weight loss plan. "I just knew that I wanted to get to my 'right weight' as fast as I could. I was told about two plans, OPTIFAST® and TotalYou Focus. My family and I decided that the OPTIFAST® plan would be the best one for me."

### A NEW BEGINNING

Ruben began the OPTIFAST® program in October 2018. He met with CBHA registered dietician Karlee Kerr, and was monitored by Dr. Elali. "What makes Ruben special is his focused determination to be healthy," says Karlee. "He's come to every appointment engaged and eager to make changes in his life. It's inspiring."

Not expecting this to be easy, Ruben came to TotalYou with aggressive personal goals. "I expected that I'd be hungry when I first started the plan, but I really wasn't. I began eating six small meals a day, and felt pretty good. I had a few food cravings, but they didn't last long," says Ruben. "I told myself that the cravings were all in my head, and that I needed to push through and stay on the program."

Ruben's powerful self-talk worked. After his first week on the TotalYou OPTIFAST® program, Ruben had lost eight pounds. The immediate success motivated him to keep going.

### SETBACK? OR ADDED MOTIVATION?

In November, just a few weeks after beginning OPTIFAST®, Ruben was diagnosed with Type 2 Diabetes, a disease often correlated with excess weight. Rather than discouraging him, the diagnosis made Ruben even more determined to stick to the plan and meet his goals.

"Dr. Elali told me that if I reduced my weight, there was a good chance the diabetes would go away. So I thought, well, I got myself into this, but at least I can get myself out of it. And I kept losing."

Ruben lost 25 pounds in his first month.

His clothes were fitting loosely. People around him were beginning to notice the loss. "The best part was that I kept feeling better with each week of loss, and seeing the numbers on the scale keep falling just made me want to keep going."

By January, Ruben had lost more than 80 pounds. Better still, the diabetes went away — Dr. Elali was right! Ruben says, "I don't have diabetes anymore, and it's really all because of the weight I lost. That's probably the best part. That, and I added to my lifetime by getting to a healthier weight. So it was totally worth it."

### HELLO, HEALTH

Being as healthy as he can be is especially important to Ruben because he knows his family needs him to help do the things his dad used to do. While receiving treatment for cancer, his dad is less able to work around the home and take care of things. Ruben wants to be strong and healthy for his family, especially his dad.

"I feel better, stronger, and I have more energy to do the things I need to do for my family. I'm very glad I tried the TotalYou program," Ruben says.



Ruben at the beginning of his journey



After losing 45 pounds

After losing 90 pounds

Let's make 2020 the year you devote to you!

What will 2020 look like when you do? Connect with us at CBHA to learn more 509.488.5256





CBHA 5K COLOR RUN  
**RUN FOR  
A CAUSE**

# THIS IS NOT JUST ANOTHER RUN...

After the success of our first color run last year, we are organizing and hosting the 2nd Annual CBHA 5K Color Run: Run for a Cause on September 28th!

"Our first annual 'Run for a Cause' Color Run was such a success, and people had so much fun, why would we do it just once?" recalls Color Run Coordinator Courtney Stein. "That's the question we at CBHA asked ourselves, and the answer was, 'We shouldn't do it just once! Let's make it an annual event!'"

CBHA CEO Nieves Gomez agrees, "This type of event is exactly what CBHA is all about: bringing our community together — and promoting health, wellness, and awareness."

Beyond seeing 550 of our friends, neighbors and co-workers celebrating together at this event, staff and participants say the most rewarding part of the Run for a Cause event in 2018 was that so many families in the community benefited from the proceeds. Six children with special needs were provided with resources that would make a difference in their lives. These seeds are expected to grow, making a difference for both the children who received them and the families and teachers who support them.

"The Color Run did something we weren't anticipating: it

helped us better see the impact that CBHA can have on the community," says Courtney. "With several hundred participants, this larger scale event made a powerful impression. People knew about it. People came out for it. And they had a great time! The community participation and excitement in itself is a reason to do it again — but the fact that vulnerable members of our community also benefited from the event makes it an easy decision."

This year, the event raises awareness about the essential factors that contribute to Childhood Wellness, while activating our community in a celebration of physical health and wellbeing.

"Childhood Wellness in general is our focus, because we want to reach a broad spectrum of people, and because our youth really are our future. There's also a lot of misinformation out there about the most important aspects of children's health, and we hope to address some of those myths," says Courtney.

Like the topic itself, a holistic experience is the goal of the Childhood Wellness cause. A variety of learning events are planned, with opportunities for visual, auditory, and hands-on

learners. A tent dedicated to wellness information will include topics like childhood vaccinations, Well Child visits, healthy food choices, screen time limits, physical activity recommendations, minimum sleep requirements for children and teens, building healthy relationships, behavioral health care, healthy dental habits, and fostering resilience.

In addition to the 5K Run, participants will enjoy a variety of food vendors, post-race events and games, a photo booth, goodie bags, and many educational opportunities. "They can even take a fun walk with our Wellness Pack, which includes walking stations and instructions how to use them — all incorporated into the walking path. It's designed to show that physical activity can be lots of fun," says Courtney.

Registration pricing for the Color Run has been updated! Kids ages 0 - 12 are free while those 13 - 18 only have to pay \$7! Adults 18 and older pay a low price of \$15 with everyone receiving a goody bag and t-shirt. Remember to register online before Friday, September 20th to receive these great prices!



CBHA celebrates special needs families in our area.



"We're here to promote a healthy and aware community - to promote overall health and wellness, and this event does that in a healthy and fun, engaging way," says Courtney.

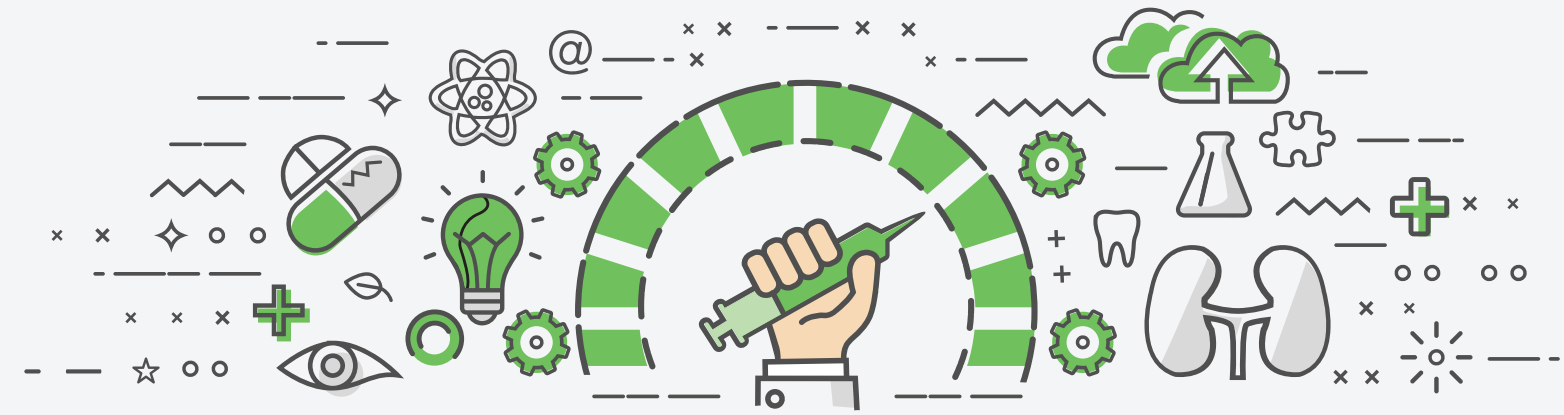
As most of us know, mental health and physical health go hand-in-hand. Neither takes place in a vacuum. It's hard to have one without the other. CBHA's Dr. Syed Gillani explains, "Our physical and mental health are intimately connected. Just as chronic pain over time can lead to clinical depression, which we see happen frequently, emotional stress can lead to physical pain. It's not in the patient's head."

For this reason, behavioral health providers will be available at the Color Run event, to talk with families about diagnosing and dealing with mental health issues and developmental delays - as well as the impact developmental delays or behavioral issues can have on a family system. Families can also find infor-

mation about responding to behavioral challenges, helping all children learn to manage stress and conflict.

Courtney emphasizes that they're always looking for volunteers. There are many ways people can help, from helping with directing parking on the day of the event to throwing paint, working at the registration table, helping with lawn games and activities, working the photo booth, or serving refreshments - a lot of hands are needed. "But it's fun!" says Courtney, "and many hands make light work, right?"

If you're interested in volunteering for the Color Run event or sponsoring any part of the festivities, please contact Courtney Stein at CBHA: 509-488-5256 or CourtneyO@CBHA.org. Please visit [CBHARunForACause.com](http://CBHARunForACause.com) for more information about this important cause, to register and learn where the money goes.



## We love our students and interns!

CBHA has a long history of allowing, actually encouraging, students to come to CBHA to observe medical and dental providers in action.

Let's say you are the patient. You come in for your appointment. A nurse settles you into a room, takes your vital signs and documents your symptoms. The provider then comes into the room followed by another person. You are told the second person is a medical student and asks if you will allow the student to observe your examination. You give your consent and the exam proceeds.

"We are most grateful when you give your consent to be observed," Dulcye Field, CBHA's Chief Clinical Officer, said. "It gives the student an opportunity to gain diagnostic experience. CBHA is affiliated with many universities, schools of medicine and other medical and

dental training facilities in many parts of the country - both in and out of the state of Washington. The student first must complete required training in their field and a certain amount of clinical work prior to their rotation at CBHA. They are also expected to maintain full confidentiality regarding your care, as are all of our staff."

Hundreds of people have served in this program over the years. A plus of the program is that the student also has an opportunity to observe the clinic, staff and town while they are here resulting in many of them settling here when their studies have concluded.

"Once a student works with our patients, in our wonderful communities and has an opportunity to work in our state of the art facilities they are more likely to become a permanent part of our team," Dulcye concluded.



Dr. Nichole Tomblin, Dentist, started out as a dental student here at CBHA.



# SEPTEMBER 28

# OTHELLO, WA

[CBHARunForACause.com](http://CBHARunForACause.com)



TeamCBHA comes together to celebrate the past and look toward the future.



# DR. JANET ROMERO

2018 DENTAL PROVIDER OF THE YEAR

Dr. Janet Romero works full-time at the Wahluke Clinic in Mattawa and is pleased to work in an area that "is so geographically beautiful."

Like Raul Mendoza, PA-C, her parents were also farm workers; they continue to work in the Wenatchee area. Dr. Romero cares deeply about her patients and thinks of them as part of her extended family.

She and her family are deeply rooted in the community. Dr. Romero enjoys volunteering and plans to help out at Mattawa Days in August.



# CHRISTINA TORO

2018 SUPERVISOR OF THE YEAR

Christina Toro, CBHA's Director of Patient Connections, is involved at all three CBHA clinics through her volunteer work at Summer Fest in Royal City, the Fall Festival at Connell and the Color Run in Othello. She enjoys being a part of the community and plans to continue volunteering.

She was also chosen because of her management skills and abilities with staff development and compliance training. She is goal oriented with her primary focus on maintaining adequate staffing levels to provide excellent patient care.



2018 MEDICAL PROVIDERS OF THE YEAR



**RAUL**  
**MENDOZA** PA-C

Raul's "awesome work ethic and positive attitude" are just a couple of reasons for his selection as Provider of the Year. He always credits others for his success and is very grateful for the help he receives from his care team and other providers at the Wahluke Clinic.

Raul's parents were farm workers; he also worked in the fields when he was young. He has a deep and abiding respect for his patients. They know he cares about them by the way he treats them. Raul's favorite part of his job occurs right after he enters a patient's room. He likes to sit down and talk to the patient for a little bit – just connect with them about what's going on in their life before talking about their medical condition.

2018 EMPLOYEES OF THE YEAR



**CELIA**  
**MORENO**

Celia Moreno is a person with lots of skills and energy to deliver the best possible patient care. She is cross trained in many areas and is always willing to cover as a translator, optician, technician; she also registers patients when needed.

She loves working in Eye Care and is especially pleased when she can help patients by repairing their broken eye glasses. She takes great care in teaching patients how to safely insert and remove their contact lenses in a sanitary manner. She carefully reviews patient's paper work to prevent delays for patients' prescription ground eye glasses. Leadership personnel describe Celia as a "team player" in every aspect of her job.

**JAENIFFER**  
**KAISER** ARNP



Connell has been home to Jaeniffer Kaiser, ARNP, since her arrival from the Philippines when she was just 16 years old. She finished her senior year at Connell High School and then left to continue her education in medicine.

She completed her Masters of Science at Vanderbilt University and became a family nurse practitioner. She joined her father, Dr. Dionisio Ang, at his clinic in Connell in 1999 and took over his practice when he retired in 2011. She joined the CBHA medical staff when the Ang Clinic became the Connell Clinic in 2011.

Jaeniffer's commitment to provide long term health care to the Connell community is one of the reasons she was chosen as a Provider of the Year. She is an advocate for preventive care and encourages her patients to remain physically active.

**NAVID**  
**FREGOSO**



Leadership personnel are quick to describe Navid as a "go getter" and a "hardworking person with a strong work ethic" which is the reason she was chosen at one of the Firestarters of the Year. Her official title is Patient Services Representative II.

Customer service is a strong point for Navid; her actions demonstrate that she truly cares for the patients. Navid is very diligent in keeping the patient benefits portion of her duties up to date. She always makes herself available to help patients understand what can sometimes be very complicated insurance issues.

She is an active member of CBHA's Positive Pulse Committee which seeks to boost employee fitness and health.

# Earn While You Learn

When Franklin Guillen-Alvarez began working at CBHA, he knew he'd found a place that he'd be able to call home. But he soon realized it was also a place that he could challenge himself and grow a career.

As a Medical Receptionist, Franklin enjoyed working with patients, verifying insurance, and managing the flow of checking patients in and out from their appointments. It wasn't long before he felt a desire to pursue a degree in nursing. Franklin soon enrolled at Big Bend Community College, taking classes to help advance his goals.

"It was difficult because I lived in Othello and school was thirty minutes away. I'd come to work, go to school, come home, go to bed, wake up and do it all over again. I needed that MA certification to move up -- but there was no way I could afford to not work and attend school full-time."

While there were days when Franklin was exhausted and wondered how long it might take, he never doubted that he'd complete the Medical Assistant (MA) certification.

"In the back of my mind, I knew I could do it," he recalls. "I just didn't know when it would happen. Once I had that certificate in my hand, I immediately knew that all my hard work had paid off. I could breathe! This is a real career!"

Franklin continues to build on his MA certification, with the goal of one day becoming either a physician assistant or a doctor. As a Medical Assistant Franklin works with Dr. Bashar Elali's team, prepping patients for appointments and procedures.

"My favorite part of being at CBHA is having the ability to grow. Compared to where I started, I've grown a lot. Being part of something bigger is also rewarding. As an MA, I like how we all work together as a team for the patient -- the three MAs and the provider."

Franklin Guillen-Alvarez's advice to his colleagues at CBHA? It's simple: "Don't put your dreams on hold. There's no time like the present -- and at CBHA, you're working for a powerful and professional organization who is willing to work with you to become what you want in the organization."

***If you want to be a part of the CBHA Experience we are always looking for talented and passionate individuals. Learn more about CBHA and explore current career opportunities at [CBHA.org/Careers](https://www.cbha.org/Careers)***

*Franklin  
Guillen -  
Alvarez*  
Medical Assistant - Certified