

Patient-Focused Excellence Since 1972



PATIENT-FOCUSED
EXCELLENCE SINCE 1972

2011
Annual Report

Letter from the CEO



CBHA turns 40! On March, 26, 2012, CBHA will officially reach this milestone. Some see the Big 4-0 as the entry to middle age and one step closer to old age, but let's hope that 40 is the new 30. As CBHA celebrates our 40th birthday, consider that we are old enough to have learned from our mistakes, yet young enough to chart a new direction in our organizational life. 2012 will be a pivotal year for CBHA— with issues ranging from the budgets of our State

and Nation, the Presidential Election, and the Supreme Court decision regarding the legality of the healthcare reform law. Many consulting groups are projecting that health care organizations must cut operating costs by 10 to 20 percent in the next three to five years in order to survive. They are also predicting that the healthcare market will continue to consolidate and are estimating that with healthcare reform, as many as one of every 20 acute-care hospitals could close by 2020. The stagnant economy and high unemployment rate will restrict growth but not costs. We will continue to deal with flat or decreasing Medicaid and Medicare payments and rising wage, benefit, supply and drug costs. Patient-Centered Medical

Homes, Meaningful Use, ICD-10 and several other innovations and health IT issues are certain to be at the forefront of what we face in the next year.

The changing health care environment will demand more from each of us, but we are determined to not only persevere, but succeed from the lessons we have learned to make access to affordable, quality health care a reality for our patients. As CBHA enters into its 40th year, I extend to each of you both thanks for all we've accomplished and the expectation for a wonderful 2012. I'm going to close with a quote from Charles M. Schulz, the author of the famous Peanuts cartoon "Just remember, once your over the hill you begin to pick up speed"

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Brandenburg". The signature is fluid and cursive, written over a white background.

Greg Brandenburg
Chief Executive Officer

Our Mission

To provide equal access to quality health care to all persons regardless of age, sex, color, ethnicity, national origin, or ability to pay.

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.

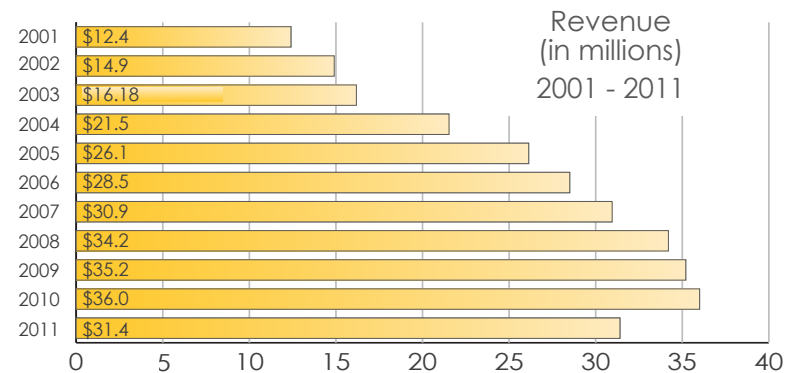
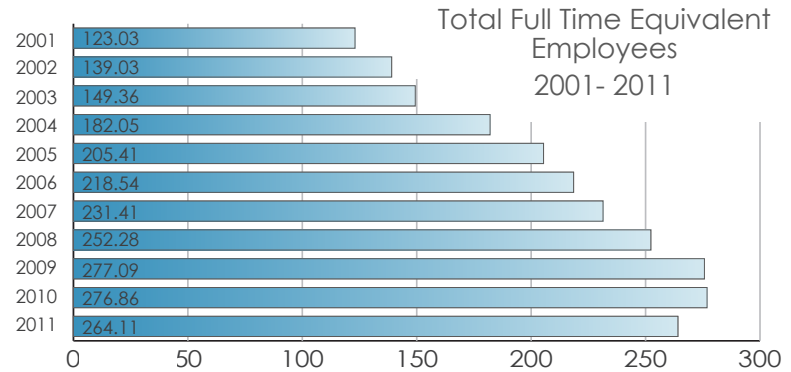
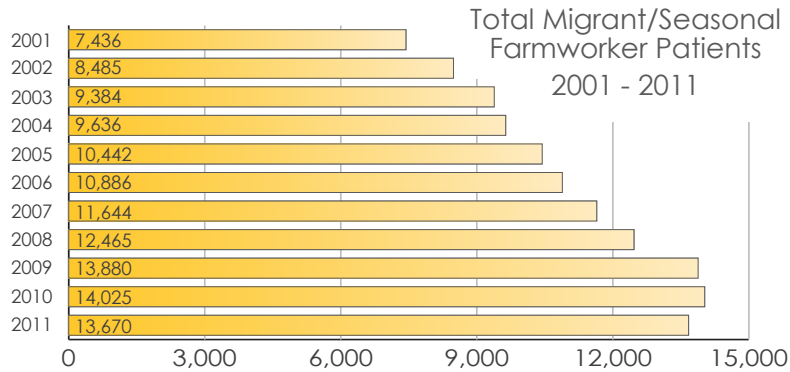
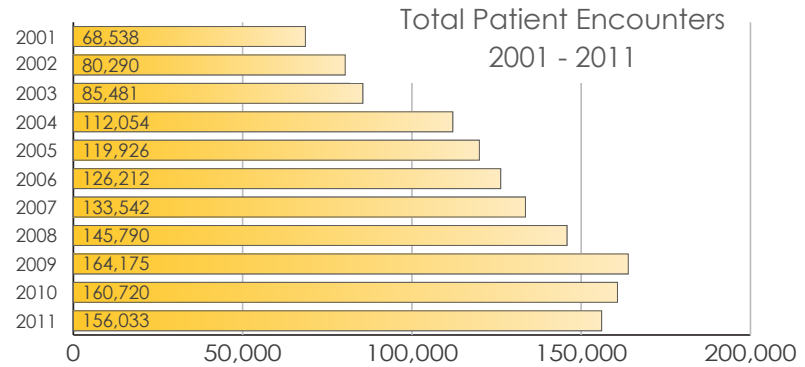
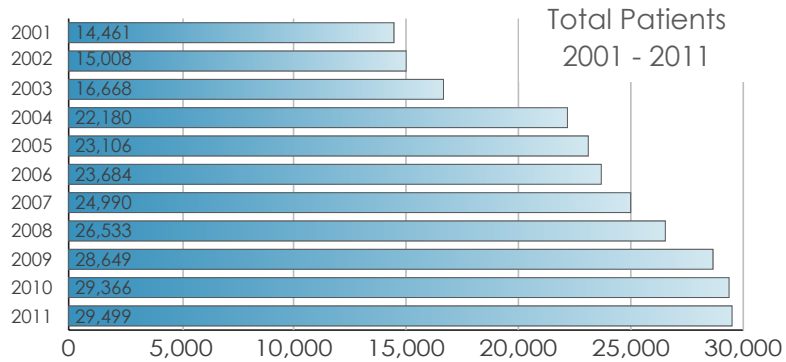
CBHA Board of Directors

Chair Everett Cole
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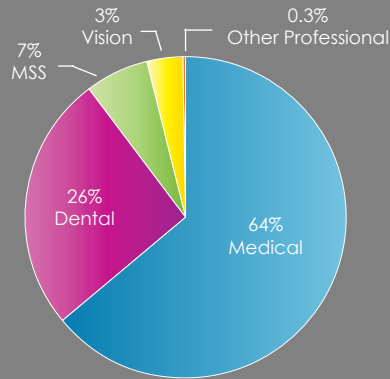


Keeping Healthy Those
Who Feed the World

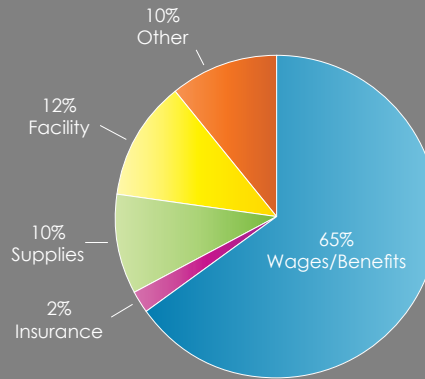
2011 Growth



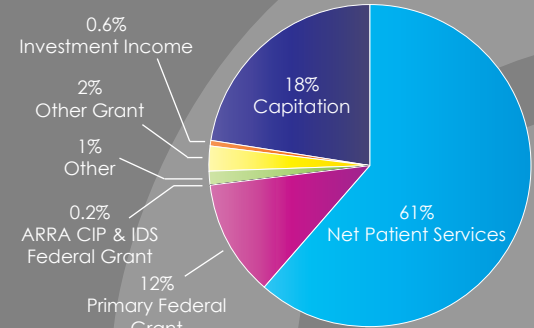
2011 Overview



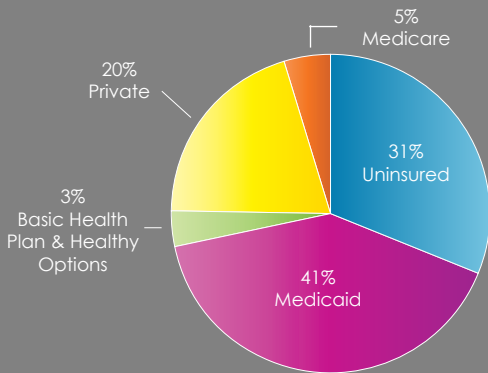
Total Patient Encounters



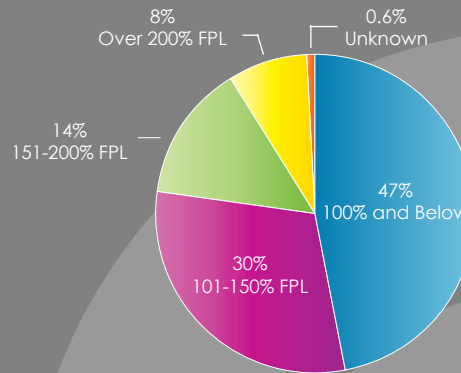
Operating Expenses



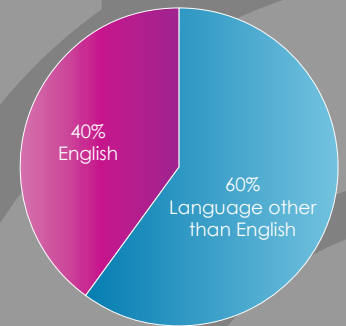
Revenue by Source



Patient Health Care Coverage Source



Patient Income by Federal Poverty Level (FPL)



Primary Language of Patients



2011 Provider of the Year

Dr. Aleta Cheek
Dentist



2011 Supervisor of the Year

Timothy Seibel
Pharmacy Supervisor



2011 Employee of the Year

Rigo Ozuna
Systems Technician

Clinical Services

Family Medicine

- Comprehensive preventative medical care
- Assessment and care for chronic health conditions
- Inpatient and outpatient services
- Sports and rehabilitative medicine
- Adult cholesterol screening and physicals
- Adult pneumovax and other vaccines
- Diabetes screenings - Diabetic shoe program
- Osteopathic manipulation
- Obstetrics

Dental Care

- Diagnostic services, examinations and radiographs
- Fluoride treatment and sealants
- Restorative services, amalgam and composite fillings
- Endodontics and root canals
- Periodontics, scale and root planing
- Oral surgery and extraction
- Orthodontics
- Pedodontics
- Full and partial denture services
- Dental implants
- Crowns
- Teeth bleaching

Vision & Eye Care

- Comprehensive eye exams
- Eye wear and contact lenses to meet any budget
- Treatment for eye infection, injuries, systemic diseases and other eye-related issues
- Diabetic eye exams
- Pre and post operative care for surgical procedures

OB/GYN - Women's Health Care

- Comprehensive women's healthcare
- Prenatal, delivery and postpartum care
- On-site OB ultrasound
- Fertility assessments
- Comprehensive screenings
- On-site bone density scans
- Endometrial Ablation (performed in hospital)

- Office Hysteroscopy
- Office Urodynamics

Pediatrics

- Newborn through adolescence care
- Regular screenings for vision and hearing
- Regular screenings for childhood illness and disease
- Case management for diabetes, asthma and ADHD
- Care for acute childhood illness
- Medical home for children with special needs

Immunizations

- "Best Practices" Immunizations program
- DTaP/TDaP/Td, HiB, Hepatitis A and B, Polio, MMR, Gardasil/HPV, Meningococcal, Varicella, Rotavirus, and influenza including H1N1 vaccinations

In-House Lab

- Rapid turnaround results
- Fully interfaced with the EMR
- Lab at each medical facility

Internal Medicine

- Care for chronic conditions (diabetes, arthritis and heart disease) and the chronically ill
- Intensive care for the elderly
- Anticoagulation management

Pharmacy

- Located at Othello Family Clinic and Wahluke Family Clinic
- Available to privately insured, Medicaid, Medicare and fee-for-service patients
- Clinic-based retail pharmacy
- Low-cost medication plan available

WIC Nutrition Program

- Nutrition program for pregnant women, infants, and children
- Health screening, nutrition education and counseling interventions
- Supplemental foods to promote healthy eating habits
- Breastfeeding promotion and support
- Referrals to health and other social services

Maternity Support

- Preventive health services for healthy pregnancies and positive birth outcomes
- Assessments, education, counseling, and linkage to needed community resources
- Interventions provided by an interdisciplinary team of nurses, nutritionists, behavioral providers, and community health workers
- High-risk case management

Early Intervention Services

- Screening & evaluation for early delays for children from birth to three
- Support for parents
- Link to resources and services for early learning and development

Behavioral Health

- Works closely with primary care providers in the care of an individual's behavioral health well-being
- Provides assessment and brief therapy for individuals with behavioral health needs such as depression, anxiety, substance abuse, and other behavioral health issues
- Crisis interventions and management
- Assistance with referrals and transition for specialized or long-term services

Health Education

- Patient education services designed to promote prevention and healthy lifestyles
- Diabetes education
- Chronic disease management and support
- Health literacy
- Community prevention awareness

Other Services

- Van transportation program
- Medication delivery program
- Interpretative services
- Patient services including referrals to specialists
- Sliding fee

2011 in Review



January
Dental
Surgery
Program
Starts at
Othello
Community
Hospital

March
State cuts
funding for Basic
Health, over
1,750 CBHA
patients lose
coverage

May
CBHA's Joint Commission
Accreditation is Renewed



May
John Betz, PA-C receives
the 2011 NWRPCA Summit
Award for his outstanding
work as a preceptor to
students entering the
medical profession

August
CBHA was
awarded a
New Access
Point Grant for
Connell Family
Clinic



October
Pharmacy
Waiting
Room
Expansion is
completed

2010

2011

February

CBHA
awarded
Sister Celia
B. Abhold
Award for
Innovative
Outreach
Services



April

Columbia Basin
Health Association
selected to receive
the National
Association of
Community Health
Center's 2011
Migrant Health
Center Award



April

CBHA received the
Qualis Health Awards of
Excellence in Healthcare
Quality for "Improving
Tdap Vaccinations in
Postpartum Patients"

July

CBHA invited to
participate in
the CMS FQHC
Demonstration
for PCMH Level 3
Recognition over a
3 year period

July

National Committee
for Quality Assurance
(NCQA) announces that
all of CBHA's medical
sites received Level
1 Patient Centered
Medical Home (PCMH)
Recognition



September

CBHA receives
Beacon
Community
Program
funding in the
amount of
\$100,000

December

CBHA opens
Connell
Family Clinic
after merging
with the
Ang Clinic
and hiring
Jaeniffer Ang
Kaiser



Othello Family Clinic

140 E Main | Othello | (509) 488-5256

Othello Family Dental Clinic

140 E Main | Othello | (509) 488-5256

Othello EyeCare

140 E Main | Othello | (509) 488-2020

Wahluke Family Clinic

601 Government Way | Mattawa | (509) 932-3535

Wahluke Family Dental Clinic

601 Government Way | Mattawa | (509) 932-3535

14th Avenue Medical Center

475 N 14th Ave | Othello | (509) 488-6644

Connell Family Dental Clinic

1051 S Columbia Ave | Connell | (509) 234-0551

Connell Family Clinic

661 S Columbia Ave | Connell | (509) 234-0866



Columbia Basin
Health Association

www.cbha.org