

Columbia Basin Health Association

2012

Annual Report





Letter from the CEO

2012 was a big year for CBHA! We celebrated our 40th year in Othello as a health care provider. Since 1972 we have grown from a staff of one doctor, one nurse and a few support personnel to our current staff of over 40 doctors, dentists, physician assistants, nurse practitioners, optometrists, hygienists, pharmacists and behavioral health specialists. In addition, we employ 225 support staff throughout our four medical/dental/eye clinics in Othello, Mattawa and Connell. We came together, joined in a common purpose to provide health care to the most vulnerable, and in those intervening years we have created a primary care delivery system that is recognized as a leader in defining the health care home model. We have evolved from a fringe provider to a mainstay in the communities we touch, a team of dedicated and committed professionals, possessing a relentless optimism and a strong sense of purpose to create a responsive organization through action and accountability. We strive to bring brighter futures to our patients and staff, creating jobs and opportunities in the communities we serve. We continue to be accredited by the Joint Commission, the nation's oldest and largest standards-setting and accrediting body in health care. In 2012 we added eye care services at the Wahluke Family Medical/Dental Clinic in Mattawa, WA. We also expanded our medical services into a beautiful new building in Connell, WA, joining the Connell Family Dental Clinic and adding eye care and tele-pharmacy services.

2013 will be a big year in healthcare as the nation moves towards implementing the Affordable Care Act – most of which goes into effect in 2014. We are already hearing about state health exchanges mandated under the law. Right now it all seems a bit overwhelming – even to those of us who work in health care every day.

In 2013 we are looking to expand our disease management and intervention programs, improve cancer detection screenings and implement an enhanced patient navigation process. Adding occupational medicine to our array of services is high on our list. Our goal is to continue to improve our quality and care management practices to help prevent disease and further deterioration of chronic conditions. In an effort to respond to the shortages of primary care providers, we need to continually look to partner with colleges and universities to expand our health education opportunities and residency programs.

While it is true that there will be many changes, there is a certainty that we can count on. At CBHA we never have to wonder whether the work we are doing is worthwhile. Each day we see victories and successes, big and small, in the lives of people who count on us. What we do best is care. We care for those who have health insurance and those who do not. We care for those who have lost their jobs, and their health insurance along with it. We care for the migrant workers, the homeless and the homebound. We care for senior citizens and premature infants. We care for everyone- regardless of their age, sex, color, ethnicity, national origin, or the ability to pay.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Brandenburg". The signature is fluid and cursive.

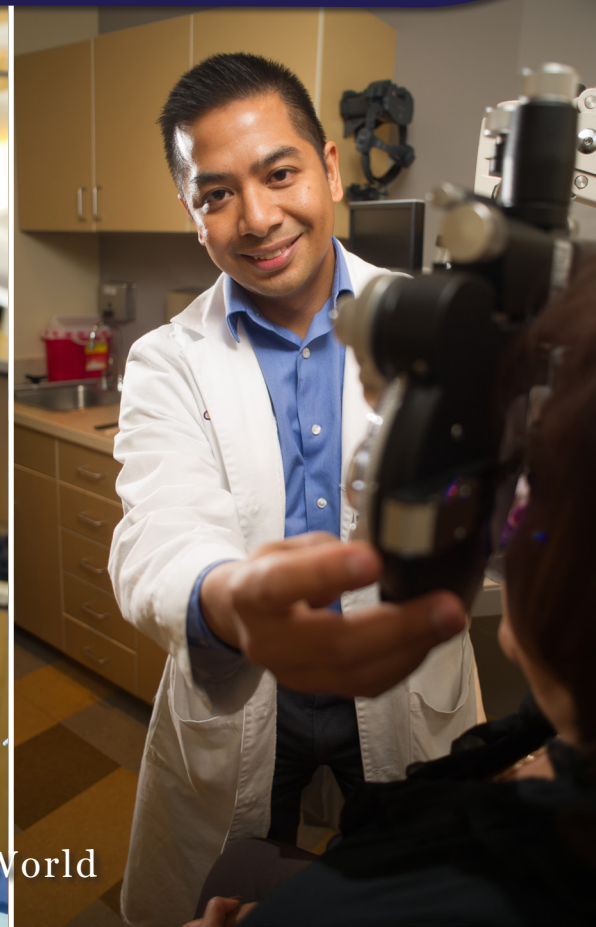
Greg Brandenburg
Chief Executive Officer

CBHA Board of Directors

Chair Everett Cole
Vice Chair Kate Brueske
Secretary Maxine Taylor
Treasurer Joe Montemayor

Mike Garza
Maggie Gutierrez
Dora Beraza
Enrique Miron

Janelle Andersen
Martin Gallardo
Debbie Buss



Keeping Healthy Those Who Feed the World

2012 Growth

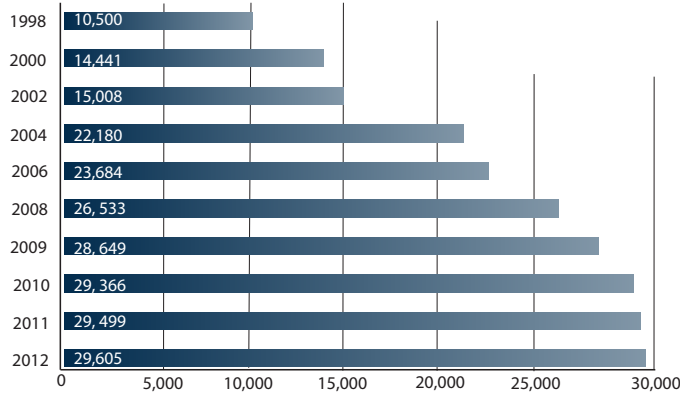
Our Mission

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

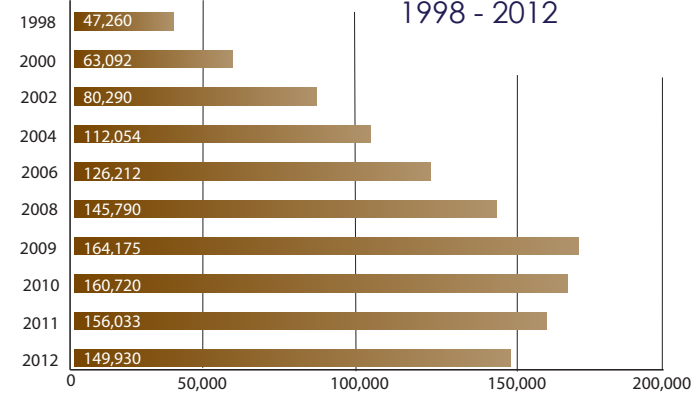
Our Vision

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.

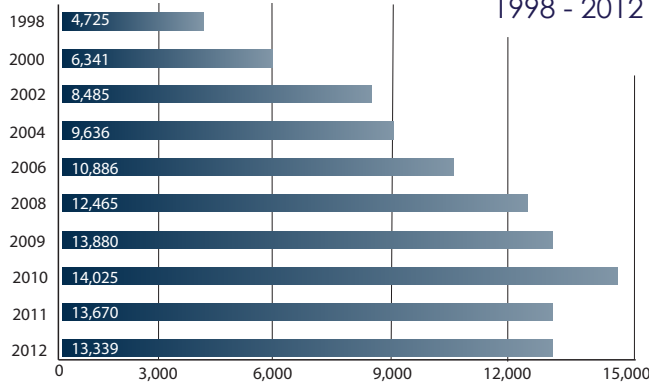
Total Patients 1998 - 2012



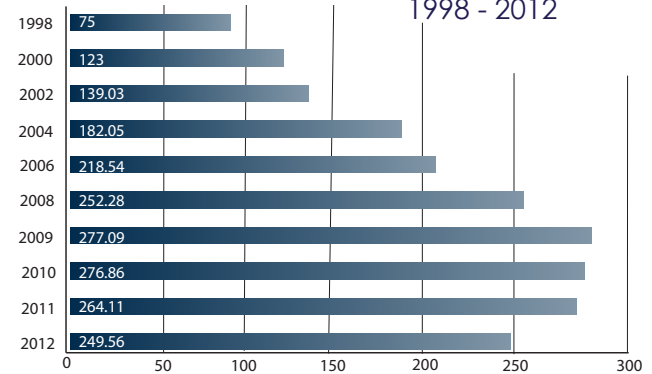
Total Patient Encounters 1998 - 2012



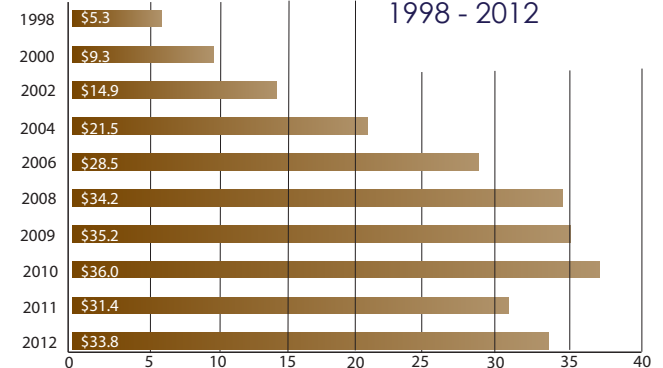
Total Migrant/Seasonal Farmworker Patients 1998 - 2012



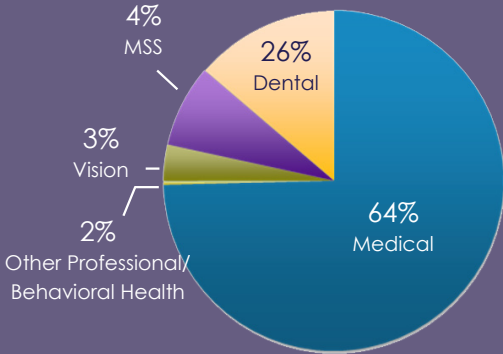
Total Full Time Equivalent Employees 1998 - 2012



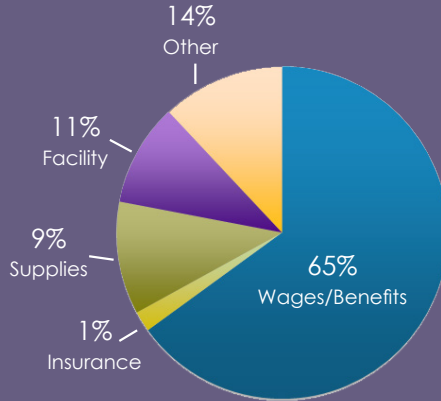
Revenue (in millions) 1998 - 2012



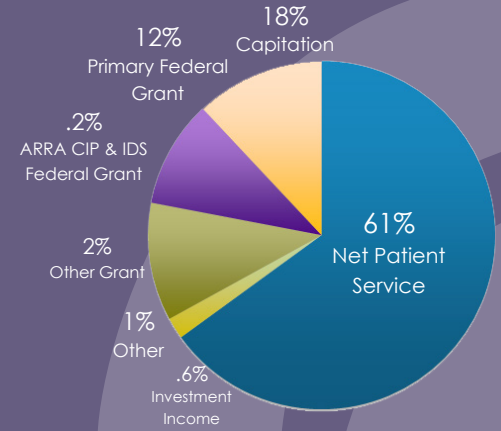
2012 Overview



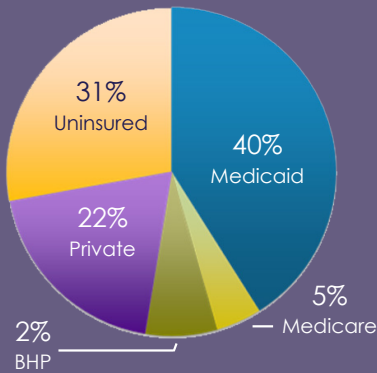
Total Patient Encounters



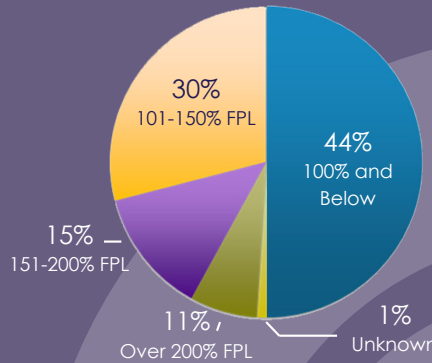
Operating Expenses



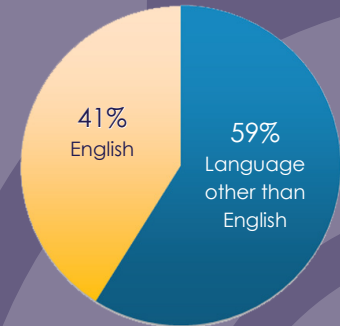
Revenue by Source



Patients by Insurance Coverage



Patient Income Level by Federal Poverty Level



Primary Language of Patients



2012 Provider of the Year
Dr. Bashar Elali
 Family Practice/
 Obstetrics

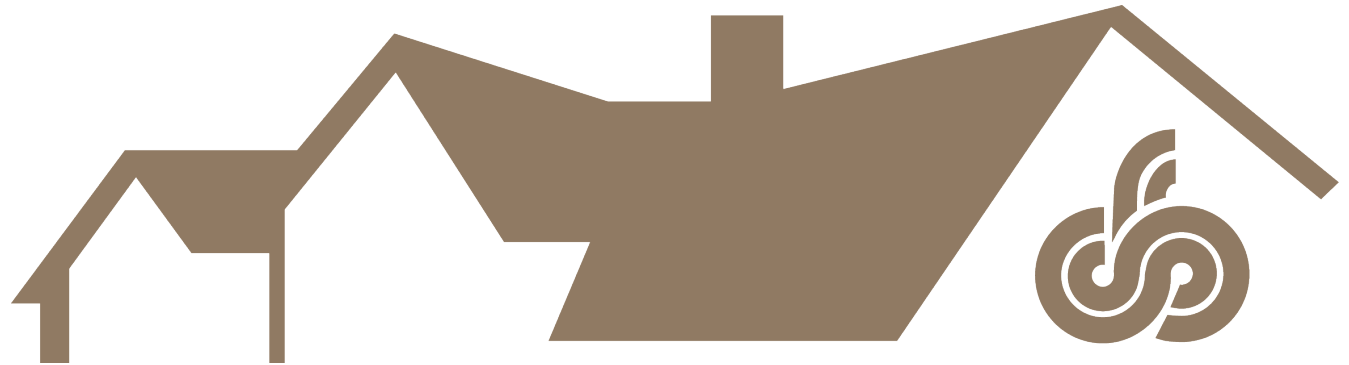


2012 Supervisor of the Year
Kent Mosbrucker
 Chief Financial Officer



2012 Employee of the Year
Veronica Gonzalez
 Call Center Tech.

Clinical Services



All the care you need under one roof...



Family Medicine

Complete medical care for the whole family.



OB/GYN

Complete healthcare for women.



Pediatrics

Immunizations, well-child exams, sports physicals and more for your growing children.



Dental Care

Dental and orthodontic services for adults and children.



Pharmacy

Located in OFC and WFC with a tele-pharmacy in CFC. Available to all CBHA patients.



EyeCare

Complete vision services as well as a large eye care and contact lens selection.



Lab and X-ray

In-house X-rays. In-house lab services provided by Interpath Laboratories.



WIC Nutrition Program

Education, counselling and supplemental foods for pregnant women, post-partum woman and children up to age 5.



Maternity Support

Prenatal and high-risk care management as well as education for pregnant and post-partum women.



Behavioural Health

Support and guidance for mental health and well-being.



Other Services

Transportation
Interpretive services
Specialist referrals

2012 in Review



March 26th: Happy 40th Birthday CBHA!



CBHA raised over \$15,000 for Relay for Life.

Thanksgiving Food Drive: CBHA raised funds to buy food to deliver to over 150 families in the communities we serve.



Revenue Cycle Redesign Completed

CBHA hosts 1st Annual Migrant Best Practices Forum

Three Healthy Futures Scholarships

CBHA and OCH commit to Aligned Delivery System

\$595,000 Meaningful Use 2012

Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov

Began Orthodontic Services in Connell.



Online Bill Pay Introduced.



Began Business Intelligence

CBHA introduced the Patient Portal

OFC Pharmacy Hours Expanded



Connell Family Clinic joined Connell Family Dental - Opened August 20th.

Tele-Pharmacy introduced at CFC.

Wahluke EyeCare Opened September 24th
Eagle EyeCare Opened October 30th



Online Electronic Statements

The Giving Tree: CBHA staff donated gifts to be given to children in the communities we serve.

Othello Family Clinic | 140 E. Main | Othello, WA | (509) 488-5256

Medical Hours:

9 am - 8 pm, M-Th;
9 am - 6 pm, F

Dental Hours:

7 am - 6 pm, M-F

Pharmacy Hours:

9 am - 7 pm, M-Th
9 am - 6 pm, F

EyeCare Hours:

8 am - 5 pm, M, W-F
10 am - 7pm, T

Wahluke Family Clinic | 601 Government Way | Mattawa, WA | (509) 932-3535

Medical Hours:

9 am - 6 pm, M-F

Dental Hours:

8 am - 5 pm, M-F

Pharmacy Hours:

10 am - 6 pm, M- F

EyeCare Hours:

9 am - 5pm, M-F

14th Avenue Medical Center | 475 N. 14th Avenue | Othello, WA | (509) 488-5256

Medical Hours:

8 am - 5 pm, M-F

Connell Family Clinic | 1051 S. Columbia Avenue | Connell, WA | (509) 234-0866

Medical Hours:

8 am - 5 pm, M-F

Dental Hours:

7:30 am - 5:30 pm, M-F

Tele-Pharmacy Hours:

9 am - 1 pm, M- F
2 pm - 5 pm, M-F

EyeCare Hours:

9 am - 5 pm, M-F



**Columbia Basin
Health Association**

www.cbha.org

