

HomeTown HEALTH

FALL 2023



Hometown HEALTH

BROUGHT TO YOU BY THE
CBHA MARKETING TEAM

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Information in Hometown Health comes from a wide range of experts. If you have any questions or concerns about specific content that may affect your health, please contact your provider.

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Moving Forward Into A New Season

As we enter into the holiday season, I want us to take a moment to celebrate the things that bring us joy! I feel extremely blessed to work alongside a group of passionate and purpose-driven individuals who truly care about the health and wellness of our communities. I hope that the dedication our employees show each and every day has had a meaningful and positive impact on you, our patients, throughout this year.

We are intentional about the way we deliver service and how we are growing, and strive to remain connected to our mission. As long as we connect to purpose, the things we can achieve are limitless. It's at the core of what we do, resulting in a positive patient experience.

CBHA is moving forward into a new season - a season of growth! We have worked hard with our Board of Directors and Leadership team to finalize and launch our CBHA CORE 6 strategic plan - People, Service, Quality, Community, Finance and Growth.

In this issue of hometown health, I want to highlight our growth strategy by announcing two new clinics that are already accepting patients. The first is our Royal City Clinic. This clinic offers dental and WIC services. You can see their full schedule and location on page 7. Our second clinic is in West Pasco. The Pasco Clinic will feature Medical and Behavioral Health Services. You can see their full schedule and location on page 13.

CBHA has also partnered with our local school districts to provide expanding screenings for vision, hearing, and dental. We have also seen the need for Behavioral Health services in schools. Through our collaboration, we have been able to provide students with access to virtual and in-person appointments with our Behavioral Health team. They can schedule their appointment through a QR code or with a counselor at their school and receive the help they need.

We've been celebrating childhood awareness for six years! And this year's CBHA 5K COLOR RUN was a blast! Over 1,000 people walked, ran, and strolled through the course with their kids, friends, and family. We met our fundraising goals, and we can't wait to provide support for families with children in need and to our communities' Parks and Recs Departments. Thank you for our sponsors and wonderful community for supporting this event year after year. Check out pictures and more fun facts about the Color Run on pages 8-9.

The momentum at CBHA is growing, and we are excited to finish 2023 in a strong position, staying laser-focused on our CORE 6 and keeping all of you healthy. Wishing you all a happy holiday season!

Nieves Gomez,
CBHA President and CEO



Grandma Reyna Medina Valera (Left),
Daughter Betzai Corona Peralta (Center), and Beatriz Peralta (Right)

a Journey of Success

CBHA's Diabetes Prevention Program

In the United States, more than 1 in 3 adults have prediabetes. Prediabetes is a serious health condition where blood sugar levels are higher than normal, but not high enough to be diagnosed as type 2 diabetes. If you are diagnosed with this condition, a CDC-recognized lifestyle change program can help you take healthy steps to reverse it. Our CBHA Diabetes Prevention Program (DPP) is nationally recognized and promotes healthy lifestyle changes to help prevent or delay type 2 diabetes.

Beatriz Peralta came to CBHA seeking help to lose weight. After a visit with one of our providers, she found out that she was at risk for diabetes. They recommended that she enroll in our Diabetes Prevention Program to help her lose weight and learn how to regulate her blood sugar levels.

After every class, she learned new things about how to manage her health. "One of the most important things I learned was that Type 2 Diabetes is not a disease. It's a condition you can live with," says Beatriz. She also learned how important it is to have physical activity during the week so that her sugar levels stay normal.

"The more I committed myself to this lifestyle, the more I saw my children commit to the same lifestyle as me," said Beatriz. As she learned about different topics in class, she would bring all the information home and teach it to her kids and her mom. "Our lifestyle has changed in so many ways. I've started to say no to harmful foods, and so have my mom and children."

Not only has Beatriz seen a change in her physical health, but she's also seen how this program has positively affected her mental health. "Before this program, I was taking medication

This program has transformed my life. If you have the opportunity to do the Diabetes Prevention Program, I encourage you to do it.

Beatriz Peralta
Diabetic Prevention Program Patient

for my anxiety. Now that I have changed the way that I eat and added exercise to my weekly routine, I have not had to take anxiety medication," says Beatriz.

Our Diabetes Prevention

Program staff have a one-on-one coaching model that will show patients results at every benchmark, and they'll continue to motivate them to keep moving forward to being a healthier version of themselves.

"The team helped me out a lot. They were patient with us and taught us everything from A to Z," says Beatriz. She knew that if she ever had a question, she could call the clinic and talk to one of the health educators.

"This program has transformed my life. If you have the opportunity to do the Diabetes Prevention Program, I encourage you to do it."



Scan to learn more about our Diabetes Prevention Program and listen to more patient success stories

Wound Care Management

Most healthy patients that have an open wound can heal properly without a problem. But some patients may need a providers help. Someone with underlying health conditions like diabetes, venous insufficiency, or dementia may have a more challenging time healing and need a wound specialist's help.

WHAT IS A WOUND SPECIALIST?

A wound specialist can care for and treat acute, chronic, and non-healing wounds.

That's where JoEun Gilland, ARNP, can help! She is board certified as a wound specialist and has undergone advanced training to truly understand a chronic wound and prescribe the best course of treatment.

Often, a Primary Care Provider can temporarily treat the problem, but then may need to refer you to a wound specialist. A wound specialist can provide close monitoring, debridement, and find proper treatment based on your condition or needs.

WHO CAN BE TREATED?

Patients with diabetic ulcers

Patients with arterial/venous ulcers due to circulation issues with artery or vein

Patients with non-healing wounds due to trauma or surgical wounds

Patients with burn injuries

Anyone with an open wound

WHAT YOUR APPOINTMENT WILL LOOK LIKE?

Some patients can be nervous about their first visit with a Wound Care Specialist. We want you to know that your health is our top priority, and we will make sure to make you feel comfortable and minimize stress.

During your first appointment with JoEun Gilland, you will go over your medical history, an exam, and a wound treatment plan.

Talk to your CBHA provider to schedule your wound care appointment with JoEun Gilland.



114 Camelia St. NE Ste 3
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Nutrition Education • Nutritious Food
Breastfeeding Support • Community Referrals



CBHA 5K COLOR RUN RUN FOR A CAUSE



- \$30,000** RAISED
- 1,169** COLOR RUN PARTICIPANTS
- 588** KIDS 17 AND YOUNGER
- 108** VOLUNTEERS
- 9** FOOD VENDORS
- 5** EDUCATIONS BOOTHS
- 1** FUNDRAISING BOOTH
- 24** BUSINESSES DONATED OR SPONSORED
- 500** POUNDS OF COLOR THROWN



VANESSA FRANK

2022 MEDICAL PROVIDER OF THE YEAR
PEDIATRIC ARNP

"I'm so grateful to CBHA and this community for allowing me to care for their children. I love working with kids and their families and helping them navigate through healthcare challenges to be the healthiest they can possibly be." – Vanessa Frank, ARNP

Vanessa has worked closely with our schools in the last year to help diagnose children who have learning disabilities and ensure that they are getting the help and care they need. Through this partnership, she has helped expand our services at our 14th Ave Clinic and increased her productivity and access to care.



← **Scan to see Vanessa receiving her award**



MODESTA VIVAR PONCE

2022 EMPLOYEE OF THE YEAR
PATIENT SERVICE REPRESENTATIVE III

"Since my first day at CBHA, I have continued to be motivated by our mission statement, to provide equal access to quality care in our communities. I'm so thankful for the support that my coworkers and supervisors have given me in my career. Their efforts in making this possible should not go unrecognized." – Modesta Vivar Ponce

Modesta has always enjoyed taking on challenges and contributing to the success of our patient flow. She is well known to our staff for her humility and kindness. Modesta is always going the extra mile for our patients and their families, ensuring that they always have a positive experience with us.



← **Scan to see Modesta receiving her award**

DALINA HOFFMAN

2022 SUPERVISOR OF THE YEAR
DIRECTOR OF PROGRAMS

"After transitioning to healthcare from higher education, I knew that I wanted to help people improve their health and become a resource to parents who, like myself, have children with special needs. Now I don't see myself doing anything else but working in healthcare and working for this great organization." – Dalina Hoffman

Dalina did an amazing job building community relations with schools and so many other businesses in Connell last year. She was also the project manager for the expansion of our Connell Clinic's Medical Department. All this led her to her promotion to Director of Programs in our Family Services Department, where she now leads our project in providing Behavioral Health Services in our Schools.

Scan to see Dalina receiving her award



JUDY ZUNIGA

2022 DENTAL PROVIDER OF THE YEAR
DENTAL HYGIENIST

"I am so grateful for the opportunity CBHA has given me to serve the children of our community as a restorative hygienist. I really enjoy helping our little patients have a better experience. I am very passionate about what I do and will continue to serve our community with my whole heart for many years to come!" – Judy Zuniga

Judy has worked hard on expanding our Dental Pediatric Program, which has reduced the amount of visits our pediatric patients make to the hospital. She had a successful year in 2022 and is only one of two full-time hygienists who has cared for our patients in each of our communities for the last nine years.

Scan to see Judy receiving her award



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WELCOME Indelisa Salinas

BEHAVIORAL HEALTH CONSULTANT OTHELLO CLINIC

"You are not alone! I'm here to work with you and educate you about your mental health. We will work together to help you manage it and NOT let it take over your life."

Indelisa graduated from the University of Nevada, Reno, with her Master's in Social Work. She loves working with diverse populations and being able to teach patients about mental health.

Mental Health can be misunderstood at times, and that leads people to steer away from it. She wants you to know that she is here to help normalize those negative thoughts, help people work through it, and manage it. She's excited to grow with CBHA and help the community learn about the different ways that they can manage their stress and anxiety instead of letting it control them.



WELCOME Trent Armstrong

ARNP, FAMILY PRACTICE OTHELLO AND CONNELL CLINICS

"I'm here to serve as a tool for you, my patients. I will work with you to reach your goals of becoming the healthiest individual you wish to become. Your health is my top priority, and all decisions we make will be done together."

Trent received his BSN in Nursing through Columbia Basin College and then did his masters through Frontier Nursing University. He has lived in the Columbia Basin area his whole life and loves all it has to offer. When Trent isn't seeing patients, he enjoys being out on the water fishing with his wife.

He's happy to be part of the CBHA team, working with an amazing group of people who are all focused on providing the best possible care to our patients.

Trent is committed to helping you reach your health goals and serving the community in the best way that I can.



WELCOME John Edwards

PA-C, FAMILY PRACTICE OTHELLO CLINIC

"I've always had a passion to care for people since a young age. I'm here to listen to you, provide you with the best care and help you reach your health goals."

John attended The Citadel in South Carolina, then went to the Medical University of South Carolina. He grew up in a small rural farming town, kind of like Othello. So, this place feels like a home away from home. He's always shown a passion for caring for people and helping them feel better, and that's what ultimately led him to join this career path.

Some of his services include Family Medicine, Physical examinations, Preventative Health Care Services, and Immunizations and Injections.

John appreciates the large Hispanic population that we serve and does his best to communicate and care for them although he isn't fluent in Spanish.

WELCOME

Dr. Jose Mendoza

DENTIST OTHELLO CLINIC

"When I started my dentist journey, I told myself I had an opportunity to make a difference. I hope to make an impact on my patients and help them live a life without pain and with shiny smiles."

Dr. Mendoza attended the University of Washington in Seattle, then attended UW Dental School, where he received his dental degree. He knows how difficult it can be for people to receive good dental health, so he hopes to make a difference and reach out to those who need it and provide them with a positive experience. When he is not seeing patients, he enjoys going on walks, playing tennis, and spending time with his family.

He has gotten to learn a lot from our dentist when he was a student here before. Dr. Mendoza is happy to be part of the friendly environment that CBHA has to offer and to be able to provide quality healthcare for the patients in our community.

Dr. Mendoza is fluent in English and Spanish.



WELCOME

Sahira Ramirez

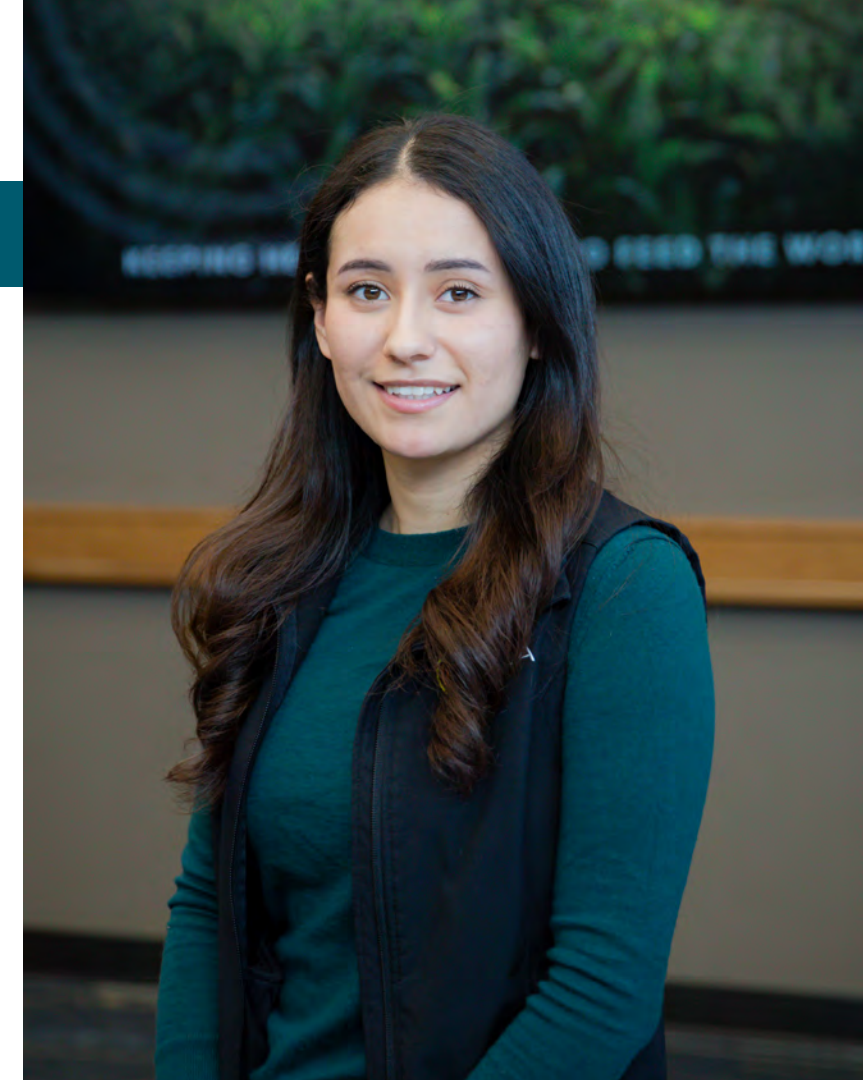
REGISTERED DIETITIAN NUTRITIONIST OTHELLO AND WAHLUKE CLINICS

"Throughout my life, I realized the importance of nutrition education in our communities. Being born and raised in this same area, I hope to provide the best support to the patients I serve."

Sahira attended Central Washington University and received her Bachelor's in Food Science and Nutrition, then completed her Master's in Nutrition at Idaho State University. She started at CBHA as a health educator with the intention of going back to school and becoming a Nutritionist.

Now, Sahira gets to do what she loves and talk to others about the importance of preventing and managing chronic diseases. She loves food and was raised in the Hispanic culture, so she understands how important it is to help patients reach their health goals while also keeping their favorite foods.

Sahira is fluent in English and Spanish.



WELCOME

Rachel Miller

PA-C, FAMILY PRACTICE OTHELLO CLINIC

"I'm very passionate about women's health. I want to make sure that you feel heard and supported when you come in to see me. I'm here to help you with any of your women's health needs."

Rachel attended Physician Assistant School in Miami. She started her career as an ultrasound tech, and every time she saw a patient, she wanted to look more into their clinical diagnosis and treatment. This motivated her to look into a career as a PA-C where she could offer more help to her patients.

She has always wanted to work in a small community and grow in a healthcare organization that offers everything under one roof. Rachel is excited to serve our community can't wait to see you in her exam room.



WELCOME

Dr. Colin McKay

PODIATRIST OTHELLO CLINIC

"My primary goal is to serve and heal with empathy. I want to put your feet first and help you understand all about your foot and ankle health."

Dr. McKay attended Medical School at Western University of Health Sciences in California. He considers himself blessed to have completed his residency at Ochsner Medical Center in New Orleans, where he received advanced training in foot and ankle surgery.

He is excited to be attending CBHA a few times a month to help our patients with their foot and ankle needs.

In his free time, he enjoys engaging in diverse hobbies such as beekeeping, biking, raising chickens, gardening, playing chess, and playing the bagpipes. Colin has a deep passion for learning and strives to stay updated with the latest advancements in the field of podiatry.



PRIMARY CARE PROVIDER YOUR HEALTHCARE BESTIE

Having a Primary Care Provider (PCP) is like having a best friend in your healthcare circle. You wouldn't feel comfortable sharing important information with someone you just became acquainted with, right? But you would tell someone you've known longer and you can trust. That's how a PCP works!

ROLE OF A PRIMARY CARE PROVIDER

A PCP is a healthcare professional who helps you manage your health. He or she is the first person you talk to when you have a medical problem that is not an emergency. PCPs can be a Doctor, Physician Assistant (PA-C) or a Registered Nurse Practitioner (ARNP).

PCPs stay by your side throughout your health journey and help you reach your health goals. "While other providers can provide immediate care, they may not offer the same level of continuity, personalized care, or long-term health management that a PCP can provide," says ARNP Laura Ely.

HEALTH ADVANTAGES

Having a Primary Care Provider offers advantages like long-term care, personalized attention, comprehensive healthcare, and care coordination.

"Routine preventative visits with a PCP could help catch symptoms early and prevent diseases. This means regularly checking for serious, chronic illnesses such as diabetes, high blood pressure, anxiety, depression, and more," says Dr. Veniel Garza, DO

There's a level of trust that is built between a patient and a Primary Care Provider. "PCPs already know your entire health history, including your family health history, previous screenings, and laboratory testing that has already been taken," says PA-C, Annie Coronado. "This can save you from having to do the same test and screenings with another provider who has never seen you before."

That being said, if your PCP is at CBHA but they aren't available to see you for one of your visits, any other CBHA provider you see will have access to your chart. So they will have all the same information your PCP has, and they will be able to talk directly to your PCP if they need to.

PCPs already know your entire health history, including your family health history, previous screenings and laboratory testing that has already been taken.

*Annie Coronado, PA-C
Family Practice*

CHOOSE YOUR PCP

CBHA has a variety of providers that fit every patient's needs. And you can pick any of them to be your healthcare bestie. Simply tell us over the phone next time you make an appointment or at the front desk when you come in for your visit.

Whether you're aiming to stay healthy or manage a condition, having a dedicated primary care provider as your bestie is a choice that pays off in the best possible way – a healthier, happier you.



Check out provider bios, specialties, and what clinic they serve to see who best fits you and your health needs!

“ Seeing your primary care provider consistently can allow them to provide effective preventative and acute care to help keep you happy and healthy. ”

*Dr. Veniel Garza
Family Practice*

“ A PCP plays a vital role in a patient's healthcare journey by providing comprehensive care, guidance, and coordination of services. ”

*Laura Ely, ARNP
Family Practice*

ELEVATING TO EXCELLENCE: EMPLOYEE SPOTLIGHT

Jonathan Madera

We can guarantee that you will grow as a person and within the organization, when you work with us. CBHA has different programs like Ed Bucks and 529 College Savings that encourage our staff to advance in their education and work one-on-one with our leadership team to help them reach their goals. Our VP of Operations, Jonathan Madera, is an example of this.

Jonathan started at CBHA as a Purchasing Clerk. A year later, he became a Management Trainee for the front desk of our Dental Department, then the Connell Clinic Manager. He was promoted to Othello Site Director when we opened our new clinic in 2017. From there, he moved up to Director of Operations in 2020, and in 2022, he became the VP of Operations.

After finishing his bachelor's degree, he was set on gaining as much experience as possible. As a management trainee, he was looking to listen and learn about anything he could get exposed to. He wanted to be a resource for CBHA. "Once I started building up experience and had taken time to learn about myself and the things I'm good at, as well as the things I wasn't so good at, I decided to further my education with a master's degree that would prepare me for the next level."

He developed a passion for healthcare leadership, and with the encouragement of his supervisors, family, and friends, he decided to continue furthering his education in this field. He was able to finish his master's through Western Governors University. CBHA has partnered with them and given our employees the opportunity to apply for a scholarship from WGU when they apply. Our Ed Bucks Program also allows employees to receive reimbursement on tuition, along with our 529 College Savings Plan.

CBHA provided flexibility and accountability for him to be successful. "My supervisor was supportive of my education and also held me accountable for pushing myself and finishing it. All while keeping up with my work duties." They worked on a plan together that would satisfy all ends. "Of course, it took sacrifice, and it wasn't easy, but I was able to finish it."

We want our employees to be successful in their goals. Your growth as an employee furthers the growth of CBHA as a whole, so we encourage our staff to gain more knowledge and skills in every way they can. And our leadership team will always be behind them, supporting and cheering them on until they get to where they want to be.

Of course, it took sacrifice, and it wasn't easy, but I was able to finish it.

Jonathan Madera
VP of Operations



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