Artist's rendering of our 112th Street Clinic, scheduled to open summer 2007
Mission, Vision, Values

Mission

Our mission is to reach out to those who face obstacles to health care and improve the health of our diverse community.

Vision

Our vision is to create a community-focused health care organization that:

- Provides high quality comprehensive primary care
- Strives to eliminate socioeconomic barriers to health care
- Responds to the needs of our diverse community
- Provides compassion and respect for the individual
- Values and supports our employees
- Delivers excellence in service

Values

Our values are:

Commitment to our mission, vision, values, goals and objectives.

Creativity to be adaptable, innovative and flexible in our solutions to the challenges that confront us.

Empathy and understanding for the difficult situations that people face.

Integrity in our relationships and actions.

Partnerships to expand our ability to achieve our mission and vision through cooperation and teamwork.

“I felt like I really mattered, that you were concerned and really cared. I was taken care of practically right away. I was treated with much respect.

My visit was perfect and nothing could have made it better. Thank you all so very much.”

CHC Dental Patient
As we prepare for construction of our newest expansion effort, a 25,000 sq ft clinic in South Everett, we look back on 2006 as a year of meeting challenges and preparing for more growth.

- **112th Street Clinic** – This new clinic, which will replace our current, medical-only clinic on Evergreen Way, is planned to open during the summer of 2007. Our largest construction project in our 23 year history, the clinic will include 24 medical exam rooms, 2 medical procedure rooms, 10 dental chairs and a pharmacy. It will accommodate 10 doctors and 4 dentists.

- **Electronic Health Records** – Our medical clinics are now completely networked and equipped to support our switch to Electronic Health Records. Although the dramatic learning curve did cause a slowdown in our productivity for a time, the improvement in efficiency, safety and quality has already started to show. Our staff has embraced the new system and we expect to be fully implemented by 2007.

- **Customer Service Improvements** – In our continuing effort to improve service to our patients, CHC has invested in a state-of-the-art phone system. This new system, with messaging in English and Spanish, will help the nearly 16% of our patients who speak Spanish to get where they want to go quickly and help them feel at ease – an important part of quality care. This new system, along with a new call center opening in the fall will further support current growth and future expansion.

Snohomish County is growing and we are working hard to stay ahead of this trend. Whether it is our increasing senior population, changing trends in the diversity of our region, or meeting the challenges of a changing health care system, one focus is constant – our Mission. To reach out to those who face obstacles to health care and improve the health of our diverse community.

Sincerely,

\[Signature\]

Kenneth M. Green
Executive Director
The Health Care Safety Net

For more than 20 years, Community Health Center of Snohomish County has provided a health care safety net and a medical home for the uninsured and the underinsured in our community.

Community health centers are a unique type of health care provider. As a condition of their funding, community health centers must comply with a broad range of requirements designed to provide high-quality, affordable health care to underserved communities and populations:

- Serve all those who seek care, regardless of their ability to pay
- Be community governed – 51% of a health center’s Board of Directors must be patients
- Offer multiple services, including primary medical, dental, pharmacy, and mental health services
- Provide supportive services, including translation, transportation, health education, case management and insurance enrollment
- Demonstrably improve the health status of underserved populations

Community health centers provide this broad array of services and programs via funds from federal, state, and local grants, public health insurances, patient fees, and private donations.

CHC is committed to this model and to our mission to reach out to those who face obstacles to health care and improve the health of our diverse community.

“Having been a board member since 2003 and a patient of CHC’s for over 15 years, I know the difference they make in the lives of people like me. My wife and I have both faced significant medical challenges and I can honestly say I would not be here without CHC. They really care about their patients and understand the difficult situations people face in their lives.”

John Grinnell
CHC Patient
CHC Board Member
As our patients’ needs change, so do our services. We take pride in providing a broad scope of primary care services including:

**Medical**
- Preventive services including annual screening exams
- Well-check visits including immunizations
- Ongoing care for chronic diseases such as diabetes and hypertension
- Integrated behavioral health services
- Same-day appointments for urgent needs
- Referrals to specialists when needed
- Prenatal care
- Evening and Saturday appointments

**Dental**

**Adult Services:**
- Designated daily walk-in times for adults with urgent needs
- Referrals to specialists & other community resources
- Comprehensive care for pregnant women
- Comprehensive care for a limited number of uninsured adults

**Children’s Services:**
- Cleaning, fluoride treatment, sealants
- Oral health education
- Fillings and extractions
- Space maintainers

**Pharmacy**
- On-site pharmacies

“Thank you for all your kindness, patience and understanding in the way you treated me. I am extremely grateful for the doctor’s professional and comfortable manner. You have always gone above and beyond in assisting my various questions and concerns.”

CHC Medical Patient
Outreach

Community Health Center of Snohomish County administers four outreach efforts that reach members of our community facing the greatest barriers to obtaining quality health care.

**Everett Gospel Mission’s Women & Children’s Shelter**

The Women and Children’s Shelter provides emergency and transitional housing for homeless single women and homeless women with children. Many shelter residents have no health insurance or transportation and are often left with few options other than the emergency room for their health care needs. CHC provides primary health care services at the shelter one day a week including preventive care, immunizations, and treatment of more complex health care needs such as asthma and diabetes.

**Kid’s Clinic at Tomorrow’s Hope Day Care**

Housing Hope provides for the homeless, a combination of emergency and transitional housing, permanent rental, and self-help home ownership. Tomorrow’s Hope is an on-site childcare facility for parents who are participating in the program. Our weekly visits help keep children healthy, as parents work to become employed, self-sufficient and obtain permanent housing.

**Cocoon House**

Cocoon House is Snohomish County’s only resource exclusively serving homeless and runaway youth ages 13 to 17. The visits done by CHC provide an opportunity for not only preventive care and treatment, but also an opportunity to provide education on topics such as nutrition, substance abuse and family planning.

**Newborn Access**

By working closely with area hospitals, we are able to reach out to new parents who are uninsured or do not have a medical home for their new baby. We help them establish care at CHC, schedule their baby’s first checkup, and assist them in obtaining health insurance.

“Having a new baby is a very exciting time for most people. But for those who have no health insurance and who may not have a regular doctor even for themselves, having an infant can be a very stressful time. There is no better feeling than to work with these new Moms and Dads and let them know that we are here and can help them with their medical and dental needs at an affordable price.”

Dori Thornberry
Newborn Access Specialist
Programs

Diabetes Collaborative

Sponsored by the US Department of Health and Human Services’ Bureau of Primary Health Care, the Diabetes Collaborative in addition to established guidelines for best practices, focuses on self-management as a primary goal of treatment, along with monitoring routine health indicators in a diabetes registry. This model which was offered only at our Lynnwood location last year, has now expanded to all of our medical clinic locations.

Group Visits for Diabetic Patients

These visits have proven to be a very effective way for our diabetic patients to take control of their own health. During each two hour visit, held twice a month in English and Spanish, patients meet with CHC staff members including a nurse practitioner, nutritionist, behavioral health specialist and medical assistant. Patients enjoy sharing their experiences with other patients and are able to better monitor their health between individual visits with their doctor.

Nutritional Counseling

Chronic conditions such as diabetes, high blood pressure, and obesity can often be greatly improved with proper diet. Our on-site nutritionist works with patients to make changes in their diets which can positively affect their health. Empowering our patients to affect their own health is an important part of what we do.

Fluoride Varnishes

Over half of Snohomish County’s second and third graders have dental caries (cavities). In an effort to reach as many children as possible, we expanded our fluoride varnish program from our dental practice to our medical practice. Applying fluoride varnished during a well-child visit is an effective way to help educate parents on the importance of dental health, protect young teeth from further decay, and encourage parents to make an appointment with one of our dental providers for follow-up care.
Throughout our history, Community Health Center of Snohomish County has provided essential health services to a growing number of individuals facing obstacles to primary health care. We continue to meet the demand by expanding services, adding locations, and focusing on prevention.

The number of patients that relied on CHC in Fiscal Year 2006 has more than doubled in the last 10 years to over 29,000.

Last year our providers conducted over 88,000 visits with our patients.
Of the nearly 30,000 patients we served this year:

- **67%** are below the poverty level
- **59%** are on Medicaid
- **51%** are under the age of 20
- **27%** have no health insurance
- **16%** require interpreter services
- **4%** are homeless

**Patients’ primary language (non-English):**

- **55%** Spanish
- **11%** Russian/Ukraine
- **6%** Vietnamese
- **4%** Arabic
- **3%** Korean
- **21%** Other

**Patient income as percent of poverty level:**

- **100% & below**
- **101% - 150%**
- **151% - 200%**
- **Over 200%**
- **Unknown**
**Revenue & Expenses**

**Revenues:**
- Managed Care: 51%
- Fee for Service: 37%
- Grants: 12%
- Total: 100%

**Expenses:**
- Medical Services: 55%
- Dental Services: 21%
- Administration/Overhead: 15%
- Pharmacy Services: 9%
- Total: 100%

**Financials**

- 51% Managed Care
- 37% Fee for Service
- 12% Grants
- 21% Dental Services
- 9% Pharmacy Services
- 15% Administration/Overhead
- 55% Medical Services

**Funding Sources:**
- US Department of Health and Human Services/Bureau of Primary Care
- Washington State Health Care Authority
- Snohomish County Office of Housing, Homelessness and Community Development
- Washington Dental Service Foundation
- United Way of Snohomish County
- Washington State Department of Health
- City of Everett, Community Development Block Grant Program
- City of Everett, Human Needs Grant
Locations

Lack of transportation can be a significant barrier in obtaining medical or dental care. All of our clinics are located along major bus routes and are close to neighborhoods with the greatest need.

CLINIC LOCATIONS

**Everett**

1410 Broadway
Everett, WA 98201
**Medical** (425) 789-2000
**Pharmacy** (425) 789-2050

8609 Evergreen Way
Everett, WA 98208
**Medical** (425) 551-6200

2722 Colby Ave #318
Everett, WA 98201
**Dental** (425) 551-1000

**Lynnwood**

4111 194th Street SW
Lynnwood, WA 98036
**Medical** (425) 835-5200
**Dental** (425) 835-5204
**Pharmacy** (425) 835-5202

ADMINISTRATION

5929 Evergreen Way, #200
Everett, WA 98203
(425) 789-3700

**Mailing Address:**
PO Box 13060
Everett, WA 98206

Visit us on the web at [www.chcsno.org](http://www.chcsno.org)