

Annual Report 2019



*A healthy community
achieved through
access for everyone.*



Compassionate. Affordable. Accessible.

WELCOME

OUR MISSION

To provide our diverse community with access to high quality, affordable primary health care.

MORE THAN 35 YEARS

Community Health Center of Snohomish County provides affordable health care services including medical, dental, and pharmacy. We welcome patients who are on Washington Apple Health, Medicaid, Qualified Health Plans (QHPs), Medicare, Medicare Advantage, Tricare, select private insurances and those who are uninsured. For those without insurance, CHC will help patients sign up for Washington Apple Health and Qualified Health Plans (QHPs); if ineligible, we offer a sliding fee discount based on household income and family size.

At CHC we believe in practicing patient-centered care, where our team of health care professionals work WITH you to build a relationship based on your health care needs.

COMPREHENSIVE SERVICES

We strive to meet the needs of all of our patients through comprehensive services that include:

- Medical Primary Care
- Medical Walk-In
- Dental Care
- Dental Walk-in
- Pharmacy
- Behavioral Health
- Nutrition
- Substance Use Disorder Treatment
- Community Outreach and Resources

Community Health Center of Snohomish County's Clinic Locations:



Arlington Clinic



Edmonds Clinic



Everett-College Clinic



Everett-Central Clinic



Everett-North Clinic



Everett-South Clinic



Lynnwood Clinic

If you'd like to make an appointment or learn more about our services, give us a call at (425) 789-3789 or visit our website at www.CHCsno.org

FROM OUR CEO



Joe Vessey, CPA, MBA, CHFP
Chief Executive Officer

I am pleased to announce that we have been awarded accreditation for both Patient-Centered Medical Home and Patient-Centered Dental Home by the Accreditation Association for Ambulatory Health Care (AAAHC).

This is an important milestone in the continuing growth and success of our health care organization, and we are proud to have met the rigorous standards of accreditation and intend to consistently uphold the principles of quality improvement in patient care.

Patient-Centered Medical and Dental Home provide health care that is relationship-based with an orientation toward the whole person. Partnering with patients and their families requires an understanding and respect of each patient's unique needs, culture, values, and preferences. The practice of medical and dental home actively supports patients who are learning to manage and organize their own care at the level the patient is comfortable with. Recognizing that patients and families are core members of the care team, medical and dental home practices ensure that they are fully informed partners in establishing care plans.

Pursuing accreditation shows our commitment to provide the highest levels of quality care to our patients, and the same high level of quality in our business practices. Every day our team of compassionate health care providers work together to make our community a better place. As an organization, we will continue to strive for excellence in providing high quality and innovative services to our community.

Accredited as a Dental Home by



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

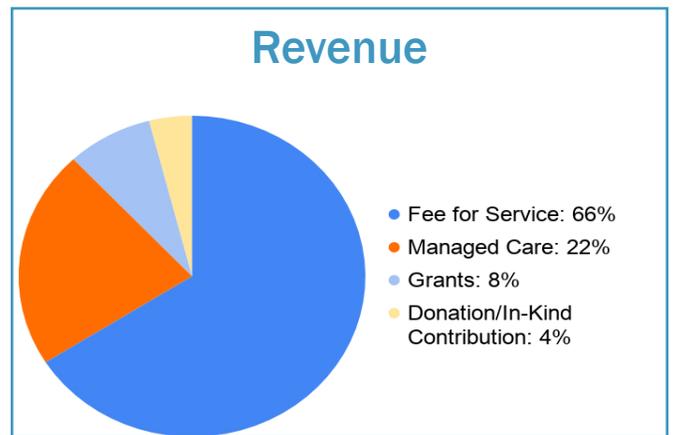
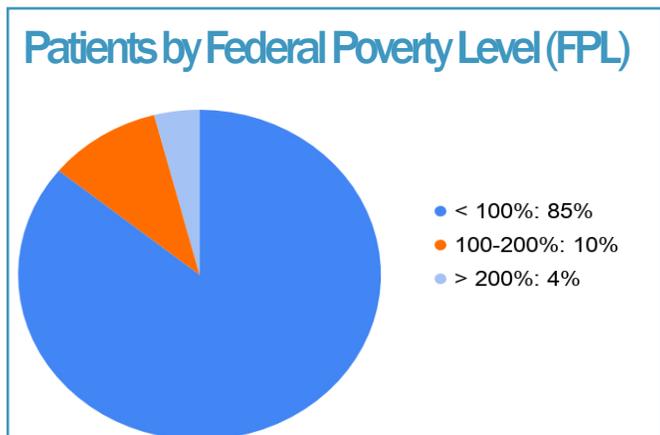
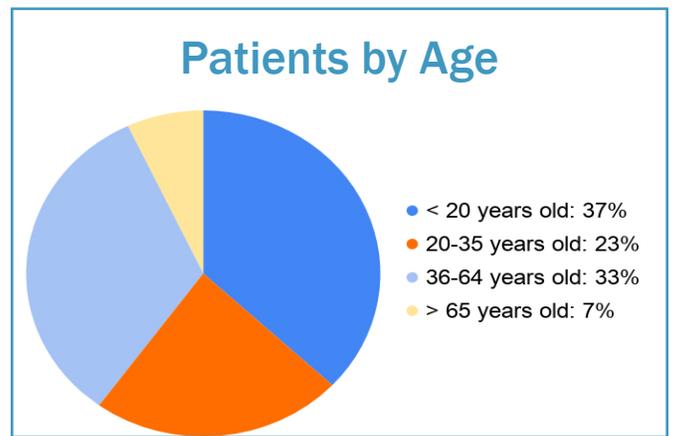
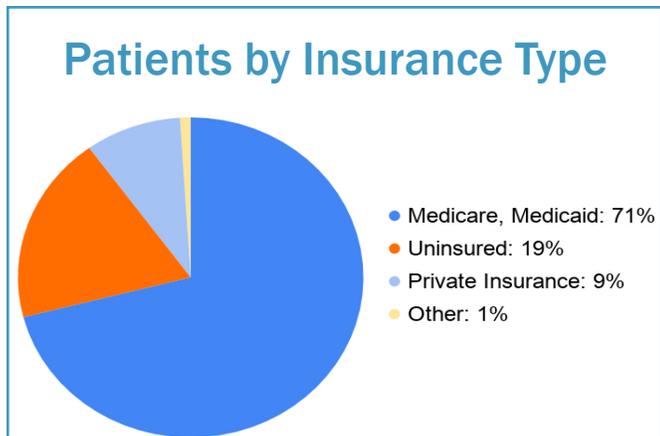
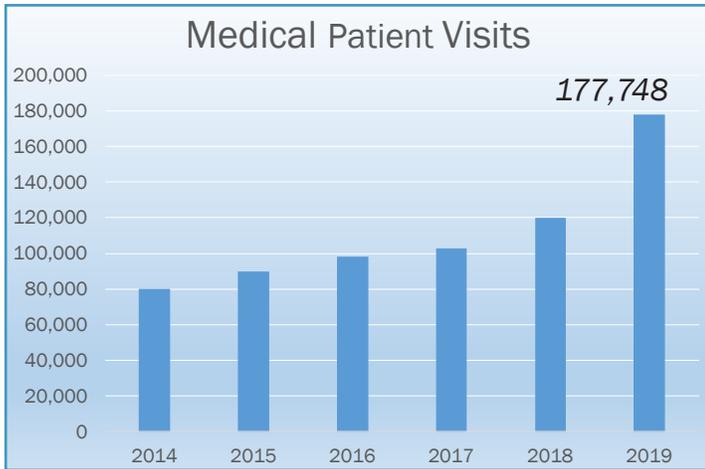
Accredited as a Medical Home by



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

Demographics

In 2019, CHC provided 263,764 patient visits to 65,066 individuals. Here is a glance at our demographics:



Dental Program

CHC's Partnership with Delta Rehabilitation Center

Our partnership with Delta Rehabilitation Center started rather organically several months ago. Delta Rehab, located in Snohomish, is a long-term care facility. It is home to more than 100 residents, most of whom have suffered a traumatic brain injury.

Meet Brian. He is a wheelchair-bound individual in his 40s with limited cognitive capacity to follow basic instructions, let alone express his dental needs. His legal guardian is state-appointed, and he has no family members active in his life to advocate for his health needs. Delta Rehab, as well as other long-term care facilities, are mandated by the state to provide annual dental check-ups and access to dental care for Brian, and all other residents of the center.



Delta drivers provide transportation for their residents, but their services are really limited to just that. During Brian's first appointment, he had a folder an inch thick containing his medical records, waiting on the counter for review. Delta's driver was able to recline Brian's wheelchair, but a thorough visual exam was the extent of what could be completed. Radiographs required more coordination and cooperation from Brian than he could provide.

Fortunately, the visual exam did not reveal anything urgently concerning, and Brian was dismissed with written oral hygiene instructions for his care team back at Delta. While completing his chart notes, the team who took care of Brian could not help but think of all the resources, time, effort, and stress that went into transporting him to Everett-South clinic. Specifically for Brian, there was no more that could have been done for him in the clinic than what could have been just as easily completed at his place of residence. It seemed to make no sense to transport medically fragile patients when we have healthy, able-bodied, and COMPASSIONATE dental providers and staff to go there.

That is where Dr. Aimi Mizutani and her dental assistant Amanda Sheeler come into the picture. These two were quickly identified to be champions for the Delta Rehab partnership. On the third Thursday of each month, Dr. Mizutani and Amada do their rounds at Delta. They review medical records with Delta's physician, follow up with cases needing monitoring, examine new residents, apply Silver Diamine Fluoride, and in general, lift the spirits of Delta patients and staff alike.

The overall goal is to categorize all the residents into one of three pipelines: 1) home-bound with no acute needs on a visual maintenance schedule at Delta, 2) severely medically complex with urgent needs requiring a referral to UW DECOD Clinic, or 3) medically stable and cognitively appropriate to complete treatment at CHC dental clinics. Dr. Mizutani and Amanda's work truly puts CHC's mission statement into action by increasing access to quality care in this progressive and caring way. Brian is in good hands!

Medication Assisted Treatment Program

All adult seeing CHC medical providers certified to prescribe MAT medications



Do you or a loved one struggle with dependence on prescription pain medications or heroin? Community Health Center of Snohomish County now offers Medication Assisted Treatment to patients. To meet the needs of the community, our program has expanded to offer lower barrier access to patients at any seven of our clinics. All of our primary care medical providers who care for adult patients are certified to prescribe Suboxone.

Medication-Assisted Treatment (MAT) is a comprehensive approach with the use of medications, in combination with counseling and behavioral therapies, to provide a “whole-patient” approach to the treatment of substance use disorders. Research shows that a combination of medication and therapy can successfully treat these disorders, and for some people struggling with addiction, MAT can help sustain recovery.

MAT is primarily used for the treatment of addiction to opioids such as heroin and prescription pain relievers that contain opiates. The prescribed medication operates to normalize brain chemistry, block the euphoric effects of alcohol and opioids, relieve physiological cravings, and normalize body functions without the negative effects of the abused drug. Medications used in MAT are approved by the Food and Drug Administration (FDA), and MAT programs are clinically driven and tailored to meet each patients’ needs.

Patients can receive care in the provider’s office, and don’t have to travel to a special treatment center. CHC is offering Suboxone treatment to both new and established patients. Patients are able to meet with a member of the nursing staff, the chemical dependency specialist, and their primary care provider to discuss which treatment option would work best for them. In addition to the medication treatment, the chemical dependency specialist is able to refer to local treatment centers, detox, and other helpful resources to ensure the patient is receiving proper support.

To make an appointment, patients can call 425-789-3789 to set up an initial appointment to discuss Medication Assisted Treatments with one of our providers.



THOMAS TOCHER, Chief Clinical Officer

“I am very proud of the work that CHC has done with our Medication Assisted Treatment program. Opioid addiction has been such a burden on so many people in Snohomish County. Our MAT program enables people to receive treatment through their primary care provider, and we have given nearly 500 people the chance to start rebuilding their lives.”

MEDICAL CARE - CHAMPIONS OF THE MAT PROGRAM



AARON BRINKLOW, Physician | Arlington Medical Clinic

“The MAT program has been life changing for many of my patients. It gives them an opportunity to find employment, reconnect with family and get a chance at stability. The CHC of Snohomish County provides hope to those affected by addiction.”



ANGELA LI, Physician | Everett-College Medical Clinic

“I think the main driver of the success of our Medication Assisted Treatment program is that everyone, staff and providers alike, are committed to the care delivery. We also have a well-designed protocol for expedited enrollment, initiation of treatment, and maintenance of therapy. As a physician, it is a privilege to see patients’ lives turned around so drastically. There is a huge need for MAT in Snohomish county, and I’m proud that we are able to help meet this demand.”



ANDREW PERRY, Physician | Edmonds Medical Clinic

“Working with patients in the MAT program is highly rewarding. I have worked with a number of patients who have been struggling for years with opioid addiction and have been able to stabilize their lives, heal relationships and move forward in a positive way.”



ASHLIN MOUNTJOY, Physician | Everett-North Medical Clinic

“As a prescriber of Medication Assisted Treatment (MAT), I have been privileged to walk with patients through their toughest moments and observe their journey towards inspiring success stories and changed lives. More than just prescribing a medication, the MAT program provides me an opportunity to give trust, respect and validation to individuals who so frequently are stigmatized and isolated. When patients thank me for believing in them, I am reminded of the importance of this work.”



LAURA BOVEE, Physician | Everett-South Medical Clinic

“Being able to help patients recover from addiction is part of what led me to choose to practice at CHC. My goal is to make this a safe space for patients to disclose their concerns, to be able to be honest about relapse and work through it, and to ultimately change their lives. Today I am seeing a patient who has been in our MAT program for over a year. He’s been promoted at work, balancing a busy life with a family, and our clinic is helping him to succeed.”

MILESTONES

- 1983** CHC was established in Everett as a referral program for low-income residents. CHC quickly became a direct provider of health services, due to a lack of accessible, private-sector services for the low-income population.
- 1985** A dental clinic was added to the Everett Medical Clinic.
- 1987** The high demand for CHC's services spurred the opening of a satellite clinic in Lynnwood, which was subsequently moved to Edmonds.
- 1992** A partnership was formed with Housing Hope and Cocoon House to provide health care to homeless children and teens.
- 1993** CHC became a Federally Qualified Health Center (FQHC).
- 1995** The Everett Medical Clinic relocated to a larger facility on Broadway Ave. in Everett.
- 1996** A modern state-of-the-art dental clinic opened in Everett on Colby Ave. and the administrative offices moved into a larger, more modern facility.
- 1997** CHC opened a medical/dental/WIC clinic in Lynnwood.
- 1999** A medical clinic was opened in south Everett.
- 2002** A pharmacy was opened at the Everett-North Clinic. Behavioral Health Specialists joined the team.
- 2003** A pharmacy was opened at the Lynnwood Clinic. A partnership was formed with Everett Gospel Mission to provide health care to homeless children and teens.
- 2005** A nutritionist joined the medical teams to educate patients on better nutrition.
- 2006** Electronic Health Records were implemented in all medical clinics.
- 2007** Evergreen Medical Clinic moved to a new facility, called Everett-South, with dental and pharmacy.
- 2008** A satellite of the University of Washington's Madison Clinic, for HIV/Aids patients, opened at Everett-South Clinic.
- 2010** Colby Dental and Broadway Medical clinics moved to a two-story building. The Everett-North Clinics offers medical, dental and pharmacy services.
- 2011** CHC opened a new medical clinic in Edmonds. OB and prenatal services became available at the Everett-North and Everett-South locations.
- 2013** CHC opened a new clinic in Arlington. The Arlington Clinic offers medical, dental and pharmacy services to the residents in north Snohomish County.
- 2014** The Edmonds Clinic relocated to a larger facility in Edmonds, offering medical, dental and pharmacy services to the residents in south Snohomish County.
- 2017** CHC opened a new clinic on Everett Community College campus, offering medical services to north Everett.
- 2018** CHC opened a new clinic in central Everett, offering medical walk-in and medical primary care services. The third floor of the building stations extended Administrative Services.

OUR WONDERFUL CONTRIBUTORS

Donations

Amerigroup

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Boeing

Molina Healthcare of WA

UnitedHealthcare Community Plan

Community Health Plan of WA

Network for Good

Verdant Health Commission

Microsoft

Sonia & Michael Zwilling

YWCA

*In addition to the above, we would also like to thank our donors who wish to remain anonymous.

Thank you for making our mission possible!

Leadership

Joe Vessey, CPA, MBA, CHFP
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Thomas Tocher, MD, MPH, FACP
Chief Clinical Officer

Sue Yoon, DMD
Chief Dental Officer

Tové Skaftun, RN
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Arlington Clinic

Medical/Dental/Pharmacy
326 S. Stillaguamish Ave.
Arlington, WA 98223

Edmonds Clinic

Medical/Dental/Pharmacy
23320 HWY. 99
Edmonds, WA 98026

Everett-Central Clinic

Medical Primary Care & Walk-In
4201 Rucker Ave.
Everett, WA 98203

Everett-College Clinic

Medical Primary Care
930 North Broadway
Everett, WA 98201

Everett-North Clinic

Medical/Dental/Pharmacy
1424 Broadway
Everett, WA 98201

Everett-South Clinic

Medical/Dental/Pharmacy
1019 112th St. SW
Everett, WA 98204

Lynnwood Clinic

Medical Primary Care & Walk-In/
Dental/Pharmacy
4111 194th St. SW
Lynnwood, WA 98036

*CHC Dental Clinics offer
Dental Walk-In services.



(425) 789-3789

www.CHCsno.org